

Annual Inspection Report 2022-2023

The Buzz Holiday Club

Child Day Care Centre

15 August 2022



Isle of Man
Government
Kelleys Eilan Vannin

DHSC

We carried out this announced inspection on 15 August 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

The Buzz Holiday Club is a child day care centre. This means they provide day care for one or more children under the age of eight for more than two hours in the same day and is not a private dwelling.

People's experience of using this service and what we found

To get to the heart of people's experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

Our key findings

The staff team consisted of staff from other settings owned by Hopes and Dreams Nursery's Limited. This was supplemented with primary school teachers and students.

The combination provided previous experience and knowledge of the setting. And an opportunity to mentor new staff.

The premises were rented and therefore the responsibility for certain safety checks e.g. fire safety of the equipment lay with the landlord.

There was plenty of space and facilities. The premises were clean. There was some wear and tear regarding the décor in the play rooms, but this did not affect the service being provided.

A wide variety of age appropriate activities were provided for children. These included activities both indoor and outside. The service had their own mini-bus, this provided an opportunity to take children on outings further afield.

Feedback from parents said the following:

How are you informed about your child's care and activities?

'Verbally - on drop off and pick-up and also periodically via Family app (e.g. were informed that this week is warm so should pack a change of clothes to allow some water play!).'

Are you aware of how to make a complaint with the setting and have you seen the setting's Complaints policy?

'Aware one exists and believe on the notice board. Haven't felt the need to ask further about it'.

Does the setting ask you to review your child's information to ensure all details they have are up to date?

'Yes, we asked for a lot of information at start of holiday club and checked at registration despite already being with The Buzz. Always-on access also via the new FAMLY app.'

'Staff are friendly and always welcoming. When I drop him off to the bus in the morning, he is met with a load of smiles and friendly hellos, which starts the morning so well. Thereafter he seems to be stimulated all day, which is no easy task! Again, him having fun is the main thing'.

We found the following areas where the service needs to make improvements:

- Medication to be stored at a higher level
- Ensure that children's lunch packs that contain perishable foods are suitably stored or complete with an ice pack
- Consideration to the storage of paper filed records

SECTION B The Inspection

About the service

The Buzz Holiday Club is a registered service to provide care and activities for children aged 4 years and over. The club is owned by Hopes and Dreams Limited, who have a number of nursery settings across the Island.

The club operates from Ashley Hill Primary School and therefore a lease agreement is in place with the Department of Education, Sport and Culture.

Parts of the school are used that includes two large halls and toilets for the children located in close proximity to each hall. These areas are used mainly for the 4 to 8 year olds, with children over 8 years located in the adjacent mobile classroom.

They have a minibus to take children on outings.

The Buzz holiday club operates during Isle Of Man School holiday periods.

Registered manager status

The service at present does not have a registered manager. The provider has appointed a person who is undergoing their 'induction'. Once the induction process is completed, the provider is aware they will then apply for this person to be the registered manager.

This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of Inspection

This announced inspection was part of our annual inspection programme which took place between April 2022 and March 2023.

Inspection activity started on 11 August 2022. We visited the location's office/service on 15 August 2022.

What we did before the inspection

We reviewed information we received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR), notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from ten families who use the service. Two responses were received.

During the inspection

We used an observational framework for inspection, this is a way of observing care to help us understand the experience of people/children.

A range of records were reviewed including seven children's individual care records. Evidence that pre-employment checks had been recorded for four new members of staff. A variety of documents relating to the management of the service, including the training matrix.

An inspection of all rooms and areas was undertaken.

Six members of staff were spoken with and observations were carried out using an observational framework for inspection to help us understand the experience of staff and children.

SECTION C Inspection Findings

C1 Is the service safe?

Our findings:

Safe – this means we looked for evidence that children were protected from abuse and avoidable harm. The service does require improvements in this area.

This service was found to be safe.

Systems, processes and practices to safeguard children from abuse.

All staff had received level 2 Safeguarding Children training and were aware of the procedure to follow should they have concerns about a child. A short video had been made by one of the management / directors to explain simply what to do in the case of a concern. We were shown the video and staff confirmed that they found this easy to follow and helpful. This worked alongside the policy and procedures.

Although there was a system in place for recording and reporting any concerns raised or disclosures made, there had not been any concerns identified.

Staffing ratios and recruitment

The staff rotas and children's attendance records showed that staffing levels were being maintained. For children ages 4years up to 8 years the ratio was 1 staff to 8 children. The person in charge was supernumerary.

The Buzz Holiday Club is one of the Hopes and Dreams childcare provisions. The staff consist of staff from within the provisions they provide. And additional recruitment is sought. Speaking to staff, some had been working at the service for many years. Non-qualified staff were provided an opportunity to work at the setting to gain experience of working in a safe environment with children. We were told that staff and management had agreed that new staff being mentored by existing staff would enhance their induction and role within the team.

Assessing risk, safety monitoring and management

The provider had completed risk assessments for the provision. The staff stated that they would 'feedback' to management if changes needed to be made.

The doors were open at the start of the day. The person in charge remained at the entrance to the provision whilst children entered the premises. Doors were then locked for security purposes.

Records held on a computer required a password to enter. The staff had their own unique code to access the 'family app' used to record children's information.

Paper records were stored in a locked container. Consideration to be given to the location of the container at the end of the day.

Using medicines safely

Only staff that had been trained were to administer medication. This included the use of inhalers and epi-pens.

The 'medication policy' states that medication is to be stored 'out of reach of all children'. Inhalers and epi-pens were being stored at a low level with the person in charge.

Preventing and controlling infection

The premises were clean. We were told that the staff cleaned all areas after each session and an additional cleaner came in during the evenings. Staff used personal protective equipment (PPE), during cleaning and handling food routines.

There was a policy for 'Infection and Control', which included procedures for persons with a contagious illness to follow.

Action we require the provider to take

- Medication to be stored at a higher level
- Consideration to where the container storing paper files is kept

Inspection Findings

C2 Is the service effective?

Our findings

Effective – this means we looked for evidence that children’s care, learning and development are supported and achieving good outcomes. The service does require improvements in this area.

This service was found to be effective.

Staff skills, knowledge and experience to deliver effect care and support

The staff were made up from those with either a level 3 child care qualification, primary school teaching status and non-qualified.

As the ‘The Buzz’ also provides an ‘after school club’, some of the children were already known to some of the staff. And some would know the staff from their school setting.

The management were aware of children that may be in need of additional support and they had tailored this into staffing and daily activities.

Supporting and developing children’s care and development needs

The service provided was for holiday care and not continuous care through the year. Therefore the staff were not observing children’s behaviour and abilities to access their continuous age related stages of development.

The staff did support children and provided age appropriate activities. We were told that the staff had assessed the daily activities and identified areas for change. This was done by assessing what the children liked and observing their behaviour.

Supporting a balanced diet

Prior to a child starting at The Buzz, the service requests parents provide information about their child’s dietary requirements.

The service provided snacks only including fresh fruit. Parents were requested to provide their child with a lunch pack. Parents are also requested to place an ice pack in the bags if there are any perishable foods. The provider needs to be aware of any packed lunch that do not contain ice packs (where needed). Appropriate action to be taken, for example provide an ice pack or place in fridge.

Working with other agencies to deliver effective care and support

The Buzz provides care for children during the school holidays. Children are aged 4 years and over. Any additional support that a child receives in a school setting from other agencies may not be given. This is due to some agencies not providing that support during these periods.

We were told the service will work with parents to meet the child’s needs as reasonably as possible.

Any safe guarding concerns will be managed through the Safeguarding Children policy and procedures.

Action we require the provider to take

Key areas for improvement

- Appropriate action to be taken if ice packs are not in lunch packs containing perishable foods.

Inspection Findings

C3 Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved and treated children with compassion, kindness, dignity and respect. The service does not require any improvements in this area.

This service was found to be caring.

Ensuring children are being treated with kindness, respect and compassion

Observing the staff, we found them to be caring and supportive both to the children and each other. Staff were engaged in activities with the children and were observed to be respectful and kind. Activities were planned for the day and children were given options. Children could go on outings in the minibus as well as being based at the club premises.

We were told that the staff had identified that some children would benefit from some more 'structured' activities. With this in mind the staff were able to adapt the daily planning to ensure the best interests of the child were met.

We observed positive interaction between staff and children; they talked and listened to each other. The staff praised the children for completing tasks such as successfully working together to make play doo. The staff encouraged children to help each other and children also praised each other.

One parent said; 'staff are welcoming and always friendly'.

Maintaining children's dignity, privacy and promoting independence

The staff team were aware of the age and abilities of the age group. Children were encouraged to access the toilet by themselves with a reminder to wash hands. Toilets had individual cubicles with doors.

Children were encouraged to take part in activities, make choices. Staff gave assistance and guidance where needed.

Inspection Findings

C4 Is the service responsive?

Our findings:

Responsive – this means we looked for evidence that the service met children’s needs. The service does not require any improvements in this area.

This service was found to be responsive.

Delivering personalised care

Prior to registration parents are requested to complete an information record about their child. This provided information such as; medical and dietary requirements.

We were told that from September 2022 the provider intends to request parents complete an ‘all about me’ record for their child. This will provide information including the child’s likes, dislikes, places they like to go. This in turn will help the staff to identify activities to meet the children’s needs and preferences.

Responding to concerns and complaints and using to improve the quality of care

The service had not received any complaints. There was a complaints policy that was on display in the entrance hall. Parents were also given this when registering with the service.

Supporting children when dealing with significant events

We were told that the staff rely on the parents to provide them with information. This would include any significant changes or events in the child’s life.

The staff and parents provide each other with a verbal ‘handover’ at the start and end of the day. This was confirmed by a parent who also stated information passed no ‘periodically via family app’.

Inspection Findings

C5 Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. The service does not require any improvements in this area.

This service was found to be well-led.

Clear vision and strategy in place to deliver high-quality care and promote a positive culture that is person-centred, open, inclusive and empowering which achieves good outcomes for children.

The proposed registered manager is completing her probationary period with at the setting. Once she has completed the responsible person for the setting will commence the process of registration.

We were told that a team meeting was held prior to the start of the summer holiday period. Another one was held midway of the holidays. Staff confirmed they discussed present practices and of changes they would like to make. Staff also confirmed that they felt they talk openly with management and felt assured changes would happen. The intention is to have another staff meeting at the end of the summer session.

Governance framework in place that ensures responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed.

Through discussion we were satisfied that the provision and staff were aware of their responsibilities. The responsible person for the setting had identified a new proposed registered manager to operate the service following the previous manager leaving the service.

Staff meetings were taking place to ensure that the team were provided with current information.

Risk assessments were in place and amended as and when needed.

Engaging and including families using the service, the public and the staff team.

At the start of enrolment, parents were requested to complete information regarding the needs of the children.

The setting uses the 'family app', which is a system that enables the staff to provide information to parents quickly and daily, if needed.

Continuous learning, improvement, innovation and ensuring sustainability.

The provider ensured that the team received mandatory training to ensure that the service functioned safely. The training matrix highlighted the training undertaken by each staff member.

The staff were proactive in highlighting any changes they felt could improve the quality of the service provided.

Working in partnership with parents.

Parents and staff gave each other any information verbally at the start or end of the sessions. The 'family app' provided an opportunity to gather information.

We were told that the service is looking at ways to promote an easier system for parents to register and book sessions at the service.

The introduction of 'all about me', record prior to a child starting at the service is to be introduced. This enables a parent to give details regarding their child's likes/ dislikes, places they like to go and interests.

