

# Annual Inspection Report 2022-2023

## Parklands Private Nursery

Child Day Care Centre

1 August 2022



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**DHSC**

An announced inspection was carried out on 1 August 2022. The inspection was carried out by an inspector from the Registration and Inspection Team.

### **Service and service type**

Parklands Private Nursery 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**

Areas of improvement were identified in regards to the state of repair and decoration of the premises and the condition of some of the play resources.

Staffing levels were safe. The service was well-led and staff stated they felt respected, listened to and supported.

The atmosphere of the setting was calm, relaxed and homely. The staff team had established good relationships with the children and their families. The children were receiving a caring service that encouraged their independence, confidence and learning.

The feedback received from the families of children attending the nursery was positive.

- 'The staff are all really approachable'
- 'The parklands staff are always approachable'
- 'The staff are very friendly and approachable.'
- 'No improvements to be made by the parklands team, nursery location is great, kids benefit so much from being part of the Mooragh park, drop off and collections work well'
- 'I think Steph and her staff are always so friendly and happy.'
- 'All staff are very welcoming and I'm happy to speak with any of them if I had concerns'
- 'I have a very high regard for the Parklands team. Are they perfect no, but they get very close. They deal with our most precious people but precious people are hard work.'
- 'My baby enjoys the outdoor play so much. He also has just started saying a couple of words since attending the nursery.'
- 'Parklands go on lots of trips out including to shops and cafes, which is great experience for pre-schoolers.'
- 'I think the nursery is already doing extremely well and can't see a need for an improvement anywhere.'
- 'The location is fabulous and allows them to be outdoors a lot.'

- 'The most important thing is that my child felt safe and happy at preschool and that he had adults that he liked being with and who liked him back! It was clear that the staff enjoy being with [name].'
- 'Overall I feel really happy with what Parklands does for [name], all the staff are engaged and very caring and interested in [name]'

There were some constructive points raised that have been discussed with the manager, who stated she will act on in order to improve family's experience at nursery.

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

- Take action to address the condition of decoration in the playrooms and repair areas of walls, flooring and doors that are damaged; primarily in the 'Tiddlers' toilets.
- Take action to ensure all play resources are in good condition and safe for the children to use.

At this inspection we found improvements had been made in response to the previous inspection.

### **About the service**

Parklands Private Nursery is situated in Mooragh Park, Ramsey. They are registered to care for 58 children aged 2 years and above.

There are two large playrooms, a sleep/quiet activity room, dining area, kitchen, toilets, an office and a secure, well-equipped outdoor play area. One of the playrooms, 'Tiddlers' accommodates children aged 2-3 years of age and the other is designated for use by pre-school children. Both rooms have use of a large veranda that runs the length of the building that was equipped with a variety of activities for the children. The setting provides hot meals for the children that are cooked fresh on-site every day.

### **Registered manager status**

The service has a 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 25 July 2022 and the service was visited on 1 August 2022.

### **What we did before the inspection**

We reviewed information received about the service since the last inspection. We used the information submitted by the manager in the provider information return (PIR) and supporting documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 16 families who use the service. Nine responses were received.

### **During the inspection**

A range of records were reviewed including seven children's individual care records and three medication forms. The files for three new members of staff were examined in relation to recruitment and induction and supervision as well as a variety of documents relating to the management of the service.

Time was spent looking at the on-line application used by the setting. The inspector was shown children's observation records that linked into developmental/learning areas.

An inspection of all rooms and areas was undertaken.

Five 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.

**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 not require any improvements in this area.

This service was found to be safe.

**Systems, processes and practices to safeguard children from abuse.**

All staff at the setting have attended level 2 Safeguarding Children training and were aware of the procedure to follow should they have concerns about a child.

There was a system in place for recording and reporting any concerns raised or disclosures made and the registered manager is the designated safeguarding lead. The system was supported by a detailed, clear policy and procedure.

**Staffing ratios and recruitment**

There were three members of staff who had commenced their employment at the setting since the last inspection. Examination of their files showed that the provider had carried out all pre-employment checks prior to their respective start dates in order to ensure each was suitable to work with children.

The current staffing arrangements meant the children were benefitting from high adult to child ratios. As well as the registered manager and nursery cook, there were four staff members on duty with 16 children attending. This number dropped to 13 after lunch as some children went home but the staffing level remained the same. This meant there was more than sufficient staff available to meet the needs of the children. Examination of attendance records showed adult:child ratios have been consistently maintained on other days.

**Assessing risk, safety monitoring and management**

Children's individual needs have been assessed by the manager and all relevant information has been shared with the staff team. The setting uses an on-line application

There were risk assessments in place and there was evidence to show they are being regularly reviewed. Staff confirmed they are involved in reviewing and devising the risk assessments and the manager explained this is because they are the people on the floor doing the work and are in a good position to identify risks. To support the risk assessments, there are daily control sheets in each room for the staff team to complete. This ensures safety checks are carried out each day.

Measures were in place to prevent unauthorised entry into the nursery. The system in place ensures there is no free access into the building. Visitors can only enter when let in by a staff member. Once in visitors' are asked to sign in and are supervised at all times.

**Using medicines safely**

Prior to any medication being administered to a child, the setting ensures they have parental permission in place. Parents are asked to complete a medication form that outlines what medication it is, the dose required, the frequency/times the medication is to be given and confirmation that the nursery is not administering the first dose of the named medicine.

After giving medicine to a child, the staff member carrying out the task records the time and amount administered on the same form. To further ensure the safe administration of medication, this is witnessed by a second member of staff. When the child leaves the setting at

the end of the day, the person collecting the child is informed and asked to sign their acknowledgement of being told.

The medicines were stored in a cabinet that was fixed to the wall to ensure it was out of the reach of the children. All medicines were in date and had been clearly labelled with the names of the respective children. Members of the staff team have attended appropriate training in order to be able to administer specific medicines safely.

### **Preventing and controlling infection**

All areas were found to be clean and there was a robust system in place to protect all persons at the setting from the risk of infection. These included the provision and use of personal protective equipment (PPE), cleaning routines, policies and procedures, staff training and regular audits by the registered manager.

Staff were observed wearing PPE when carrying out intimate care routines and when preparing and serving food at lunchtime. They were also observed cleaning surfaces before and after use.

### 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 not require any improvements in this area.

This service was found to be effective.

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

The children were being cared for by a staff team that had the relevant qualifications, knowledge and experience to support and care for the children as well as promote their development and learning. All mandatory training was up to date and the provider has provided various training for the staff in order to support and extend their knowledge.

The manager stated staff are encouraged to share their knowledge and experience in order to continuously develop and improve the nursery. Staff said they felt their ideas ‘would be listened to’ and they felt ‘valued and supported.’

#### **Supporting and developing children’s care and development needs**

The nursery follows the In the Moment planning approach. The play was child-led and spontaneous.

As the children were exploring their own interests, staff were observed supporting and extending the children’s awareness and understanding while they were engaged in their play.

Observations are carried out in order to assess the children’s development and the manager has ensured there are systems in place to support a child who may not be meeting developmental milestones within the expected age range. Observations are recorded and shared with the parents on the application used by the setting. Some parents commented on being kept up to date with their child’s progress, ‘The nursery speak with me at every pick up to tell me what he’s been doing and there is also a family app which shows me any developments \*\*\* done whilst there.’ ‘On this app, I can see when there has been any development observations.’

#### **Supporting a balanced diet**

The nursery provides meals for the children that are cooked on-site by the nursery cook. There is a five week rolling menu plan that offers a variety of foods such as pasta, rice, soup, fruit vegetables and meat/chicken. Vegan and vegetarian options are available to ensure all needs are catered for. Drinking water was available to the children.

The nursery cook was aware of the dietary needs of the children and explained how she researches appropriate recipes to ensure a variety of foods are available for any dietary requirements. Meetings have been had with parents in order to discuss and plan dishes that will meet their child’s needs.

Positive feedback was received. One parent wrote ‘The food (and [name] the cook) is amazing and I love it that meal times feel like family dinners and the children are encouraged to serve themselves and take their time.’ The children were observed having lunch. Although lunchtimes take place over more than one sitting, there was no pressure for children to eat quickly. The atmosphere was calm and relaxed with the children and staff sitting together eating. Some children asked for seconds and their bowls were refilled. The staff member was rewarded with ‘thank yous’ and huge smiles.

### 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**

The interaction between the staff and the children was observed to be kind, caring and respectful. The children were comfortable with the staff and there was lots of laughing and banter between them.

Families commented they found the staff team to be caring. One person said 'the overall care the staff give is what they do well.' Another stated 'you can tell they have the compassion for the job they do.'

Prior to children starting at the setting, parents are asked to complete an 'All About Me' booklet. The staff team use this to gain information about the children so they are able to talk with them about familiar things from their first day. Conversations heard throughout the inspection showed the staff team knew the children well. Subjects such as likes, family members and favourite things were being discussed.

#### **Maintaining children's dignity, privacy and promoting independence**

Arrangements throughout the setting supported staff in maintaining the children's privacy and dignity. Intimate care routines were carried out in the setting's bathrooms. Doors and curtains were in place to ensure privacy and dignity are maintained for children who toilet themselves.

The nursery is located in a public park and the veranda used by the children is visible to the public. Bamboo screening has been fixed to the veranda railings to ensure the children's privacy as they play.

All information held about the children was held securely.



### 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**

Parents are asked to provide information in regards to any cultural needs, languages, dietary preferences/requirements and or any medical conditions their child may have. This information has been shared with the staff team to ensure the individual needs of the children are being met. Children are assigned to a keyworker who, with the manager were responsible for ensuring all information is up to date. Use of the application has enabled information reviews to be carried out regularly.

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

A detailed policy was in place and information on how to make a complaint was clearly outlined. A copy of the policy was displayed by the entrance.

There have been no complaints since the last inspection. The manager stated they have an open door policy to enable parents to discuss any concerns they may have. Parents found the manager and staff team approachable and felt they would be listened to. The manager said any concerns or complaints would be used as an opportunity to learn and improve.

#### **Supporting children when dealing with significant events**

The nursery have a selection of resources available in order to support children when a significant event occurs such as the death of someone close, parents separating or the arrival of a sibling. The manager explained that she would discuss the situation with the parents and work with them to ensure consistency in approach and that any cultural or religious beliefs were respected.

### 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 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 registered manager is relatively new to post and outlined her vision for the nursery. The changes made so far have been positively received by the children, their families and the staff team.

Regular team meetings are being held and staff are encouraged to have open discussions and share ideas. The team have been able to use their individual experiences and knowledge to support each other.

With the implementation of the In the Moment approach, the team have worked to ensure the environment is engaging and inclusive for all children.

#### **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 assured that all staff and management understood their responsibilities and regulatory requirements.

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

Staff said they enjoyed working at the nursery and they felt supported, trusted, valued and more involved. They felt confident and encouraged to share ideas and all were embracing the In the Moment approach as they could see the benefits to the children. Staff said they felt part of a 'strong team that worked well together.'

Comments from the parents showed they felt very involved in their child's day and nursery life, 'the interaction with the parents/family members also makes a big difference making everyone feel welcomed and I suppose feeling like a big family.' One parent wrote 'The little events they frequently put on for the families are great, we recently attended a teddy bears picnic which all our children were welcomed and had a wonderful time.' And another stated 'the staff work together as a team, communication with parents is brilliant, the nursery is welcoming, calming and homely.'

#### **Continuous learning, improvement, innovation and ensuring sustainability.**

The manager carried out regular audits and has taken steps to address issues found.

The nursery environment and resources support the children's care and learning but we identified areas that were found to be in need of decoration. The repair and the condition of some play resources was found to need attention.

Arrangements were in place to review the quality of care being provided at the nursery.

Staff work performance is monitored by the manager. The outcome of the reviews are discussed with the staff during one to one supervisions to ensure all staff 'are continually reflecting and learning' from their experiences.

**Working in partnership with parents.**

Families said they felt the nursery was very good in regards to keeping the parents informed of their child's progress and daily activities.

**Action we require the provider to take**

Key areas for improvement

- Take action to address the condition of decoration in the playrooms and repair areas of walls, flooring and doors that are damaged; primarily in the 'Tiddlers' toilets.  
Take action to ensure all play resources are in good condition and safe for the children to use.