

# **Annual Inspection Report 2022-2023**

## **BUTTERFLIES DAY NURSERY**

Child Day Care

8 November 2022



**DHSC**

We carried out this announced inspection on 8 November 2022. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Butterflies 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**

The staff work as a team, each understanding their role and what they need to do on a daily basis. One staff member said the team were 'very supportive and approachable'.

The main playroom is large and has been defined into areas of play. The layout has been organised to provide varied activities whilst still enabling the children to move around the room freely and easily.

The staff provide opportunities throughout the day for children to develop their independence. From the moment they arrive at nursery children are encouraged to take off their own shoes and put on slippers. For example; children will change their footwear several times a day as they change to go out to play and then back into nursery.

### **The following are comments from parents.**

- They encourage kids to do things, rather than just playing with toys
- They are person orientated and will follow kids interests
- They are very approachable

**About the service**

Butterflies Nursery must not provide care for more than 40 (forty) children in total at any one time between 2-8 (two to eight) years of age.

The nursery is in Sulby close to the Claddaghs and Tholt Y Will. There are two activity rooms, one that is used predominately for sleep times. The other is a large room that has been defined into different areas of play. There were a set of toilets adjacent to the playrooms and a separate kitchen.

There is an outside play area to the side of the building and a large car park.

**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 October 2022. We visited the location's office/service on 8 November 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.

**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. A variety of documents relating to the management of the service were also viewed.

An inspection of all rooms and areas was undertaken.

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.

**After the inspection**

Parental questionnaires were sent to parents to gather feedback regarding the services offered by the nursery.

## 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 an improvement in this area.

This service was found to be safe.

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

The provider had a policy and procedure for safeguarding children; this included a system for reporting and managing any concerns.

We were informed that there had not been any concerns.

The training matrix for the staff showed that all of the staff had completed the Isle of Man Level 2 Safeguarding Training.

#### **Staffing ratios and recruitment**

There was a safe recruitment process in place including pre- employment checks. A written record was viewed that included the checks undertaken and the results. For example; medical, references and social services check.

The nursery had sufficient staff to ensure the staffing ratio could be maintained and cover provided for staff sickness and holidays.

#### **Assessing risk, safety monitoring and management**

Written risk assessments were in place for both indoor and outdoor activities. Although all information required was included, the 'risk and the hazard' needed to be defined.

#### **Using medicines safely**

The nursery had a policy for the storing and administration of medication. Records for the safe administration of medication were viewed. This included the details of the medication and parental authorisation for the staff to administer to the child.

Medication was being stored safely and out of reach of children.

#### **Preventing and controlling infection**

The premises and equipment were clean and in a good state of repair and decoration. There was a daily checklist for ensuring the nursery was cleaned regular. There was an ample supply of PPE, such as disposable aprons and gloves.

The nursery use guidelines for the control of contagious illnesses, including exclusion periods.

### Action we require the provider to take

Key areas for improvement:

- Risk assessments to define the 'risk from the hazard'.

## 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 not require any improvements in this area.

This service was found to be effective.

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

There were sufficient qualified staff with an appropriate childcare qualification. The training matrix showed that staff had undertaken mandatory training including; safeguarding children, first aid and food hygiene (if handling food). Specific medical training had also been completed by some staff for example; asthma and epi-pens.

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

All the nursery staff were Level 3 or above Qualified with a Child Care Qualification. The staff were aware of EYFS (early years foundation stages), a system for monitoring and recording children’s learning milestones. Each child had a ‘Learning Journey’ that included; photographs, artwork, observations by the staff. This was given to parents when the child left the nursery. We were told that parents were welcome to look at their child’s ‘journal’ at any time.

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

The nursery provided snacks mid-morning and afternoon. Examples were fresh fruit and cereals.

Parents are requested to provide a packed lunch for their child should they be staying past lunchtime. Children brought in their drinks bottles in the morning and these were placed so that the child could access it at any time.

A group of children were discussing healthy foods during the inspection. Children were asked if they thought certain foods were healthy or not, for example oranges and chocolate cake.

#### **Working with other agencies to deliver effective care and support**

The manager told us that she was able to access other agencies for help and advice if needed. She said that other services were welcome to attend the nursery to provide help and support. We were told that the Health Visitors were good to give advice even if this was via a telephone conversation.

## 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**

We observed that parents were welcomed into the nursery and verbal handover of information given.

Children were happy to go into nursery, were welcomed by the staff and were aware of the routine. Children were observed to take off their shoes and put their slippers on. They stored their shoes in their named shoe holders within the playroom. Children had the opportunity to recognise their name and develop independent skills.

Staff sat alongside children during play activities and listened to them and communicated in a positive manner. Children were treated with kindness, compassion and included in making choices.

We observed that the staff had knowledge of each of the children and were aware of their individual likes/ dislikes. Parents had provided information to the setting prior to their child attending the service.

One member of staff said about the setting that it was a 'calm setting and environment'.

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

The toilets had privacy doors on each of them. We observed that the staff supervised children using the toilets, but also encouraged independence for a child to go on their own (age appropriate). Children were reminded to wash their hands.

We observed that the staff make opportunities for the children to develop their skills and to be as independent as much as they can. For example, children will change their footwear several times a day as they change to go out to play and then back into nursery.

## 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 a child registering at the nursery parents are required to complete a child information record. This provided information about the child’s individual needs including cultural, behavioural and social. There was a sheet for parents to complete that informed the staff of the child’s likes and dislikes.

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

We were informed that there not been any complaints received.

There was a complaints procedure on the notice board in the porch along with the policies and procedures of the service.

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

We spoke to the manager regarding supporting children through significant events in their life. We were told they would discuss any situations or changes with the parents. The team would observe the child and be aware of any behavioural changes. They would talk with the child about the changes in their life and incorporate a topic for group activity.

We were told that they have developed an area in the playroom where the child could go and sit and read a book or just take time to reflect.

## 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 require an improvement 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.**

Parents were requested to complete a 'record of information' including an 'all about me' sheet prior to their child starting at the nursery. This provided information to the staff to ensure the individual needs of the child could be supported.

Children's development was recorded in the child's 'learning journal'.

Weekly planning was displayed in the play rooms with the flexibility to change plans in accordance with children's needs and preferences. The manager had told us that they welcome parents and try to encourage them to go into the nursery playrooms so they can see the children's displays and art work.

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

The team demonstrated that each of them had a clear understanding of their role and responsibilities. They were aware of ensuring the service provided was safe and provided opportunities of learning.

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

Prior to a child attending the service, parents were requested to complete a 'record of information' and 'all about me' regarding their child. This provided individual information about the child so the staff were able to gain an understanding of the child's needs, likes and dislikes.

We were informed that the manager provides parents with a 'feedback' questionnaire annually to gauge the opinions of parents. There was a box in the porch for parents to place any written concerns, complaints, suggestions anonymously.

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

The staff records showed that the staff were undertaking training. Records of individual induction periods had been completed.

Staff supervision notes were available, and showed that staff received one to one supervision four to six times a year.

Staff meetings had taken place with a written record, we discussed that the content of the minutes would benefit from more detail and made available to the staff to read prior to the next meeting.



### **Working in partnership with parents.**

We observed parents arriving at the nursery with their child. Parents and staff gave each other any information verbally at the start of the session.

The provider completed 'newsletters' and these were sent to parents every two months. We were informed that parental questionnaires were sent out on an annual basis. Responses could be left in a anonymous feedback box in the porch area

There was a 'parents board' in the porch which contained a copy of the most recent newsletter, polices and group observations of activities undertaken by the children.

In the main playroom was a 'daily learning journey' board. This contained information about EYFS (early years foundation stages) learning goals. Again group observations were displayed and photographs of children. This board was also used for parents to place photos and explanation of them to show what the child has done at home. Themed discussions/ activity was also displayed, for example; hedgehogs with photos and information of what the children had learnt.

The child's 'learning journey' were given to parents on an annual basis.

### **Action we require the provider to take**

Key areas for improvement

- Include more detail in the minutes of staff meetings and make them available to the staff prior to the next meeting.