

Annual Inspection Report 2022-2023

Storytime Nursery

Child Day Care Centre

27 and 29 July 2022



Isle of Man
Government
Kallagh Ellan Vannin

DHSC

We carried out this announced inspection on 20 and 27 and 29 July 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Storytime 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

There was a safe recruitment process that included pre-employment checks, for example DBS and references. New staff completed an induction process that was documented.

Children appeared to be happy and cared for. There were plenty of varied activities throughout the day. These include both indoor and outdoor. Also visits off site took place.

The staff were kind and aware of the individual needs of the children. They took time to sit and play alongside them and interact in a positive way.

Staff said they enjoyed working at the setting and felt the managers were approachable. They said they were included in 'risk assessing' and planning activities.

A safe and secure environment was maintained. Exits were secure to ensure that children could not leave unsupervised. And unauthorised persons could not enter without permission.

The setting had two registered managers that worked well together and provided a consistent approach.

The feedback from parents was positive and included:

'Because the nursey is a small environment, the staff are able to give the children the attention they require. For example: My child is advanced in reading and writing and they encouraged this by working individually with him to encourage continued progression'.

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

- Record the details of team meetings to provide a detailed written record

About the service

The nursery is in Onchan and provides care for forty eight (48) children aged 2 years and above. They have a small outdoor play area to the side and back of the building. They provide a holiday club for and due to the small staffing team have limited spaces for children with additional needs.

Registered manager status

The service has two registered managers. 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 inspection was part of our annual inspection programme, which took place between April 2022 and March 2023.

Inspection activity started on 20 July 2022 and ended 29 July 2022.

What we did before the inspection

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

During the inspection

We visited the premises over two days, this was due to the staffing sickness that prevented a Registered Manager from engaging with the inspector solely.

We spoke to two staff and the management team.

A variety of records were reviewed that included the children’s information, policies and procedures.

Observations were undertaken to validate the staff working practices.

After the inspection

We contacted parents of the children to request any feedback in respect of the service provided to their child. We received contact details for parents during the inspection.

Ten parental questionnaires were sent out and one response was received

C1 Is the service safe?**Our findings:**

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. The service does not require any improvements in this area.

We found the service to be safe.

Systems, processes and practices to safeguard children from abuse

Prior to the employment of staff the provider has a process of recruitment, this includes undertaking pre-employment safety checks, these include; seeking references, social services background check and DBS (disclosure and barring service – police check). According to the records there had not been any staff employed since the last annual inspection, and therefore no new staff record to review.

Staffing ratios and recruitment

There was a recruitment process that included pre-employment checks were completed before a potential new member of staff was employed.

The staffing rotas were organised to ensure that two staff would work together to prevent staff working alone and being placed in a vulnerable position.

The staffing ratio was based on 1:8 (one staff member to eight children). The children were divided into 2-3 year olds and then 3-4 year olds.

Assessing risk, safety monitoring and management

The provider had a policy for 'Safeguarding children' that includes a procedure to implement in the event of any signs of abuse or any concerns identified by staff, management or parents. Two of the staff records were reviewed and they were found to safeguarding training certificates to evidence that they had completed appropriate training.

We were informed that there not been any safeguarding concerns, but the manager was able to explain the process for reporting any issues.

Although there was an agenda for staff meetings that included 'safe guarding' as a topic for discussion, there was no written content of what the team discussed or any further action (if needed).

The premises were locked and children were observed to be supervised at all times. Parents were greeted at the door and a 'handover' of the child to the staff took place. This included a verbal exchange of information to ensure all was well with the child. All visitors were requested to sign in and out, and there was a daily record of the staff and children attendance.

Risk assessments were in place and these included the toilet area where the children's toilets had privacy doors on them and an area to change a child if they had wet or soiled their clothing. A record was being kept of the staff that had changed a child's clothing or nappy.

Using medicines safely

There was a policy regarding the storage and administration of medication. On the day of the inspection there was no medication brought in from home.

Staff records showed that they had received first aid training and sufficient staff trained in

Administrating an `epi-pen`.

Preventing and controlling infection

The premises were clean and there was a daily checklist to ensure the premises were clean and safe prior to children entering the building. This included daily fridge temperatures recorded and staff and visitors using `antibacterial hand gel` when entering the building.

C2 Is the service effective?

Our findings

Effective – this means we looked for evidence that people’s care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence. The service does not require any improvements in this area.

We found the service to be effective.

Supporting and developing children’s care and development needs

Records showed that prior to a child admission to the service parents were requested to complete an information record about their child. This information ensured that the service was able to deliver the care and needs of the individual child. We sampled some of the children’s records and they were found to have relevant information to deliver the service.

Working with other agencies to deliver effective care and support

The children’s records had included parental permission for the staff to seek advice from other professionals for example; ‘speech and language’ in accordance with the individual needs of the child. The nursery were aware of and had a ‘referral system’ in place.

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

The nursery had five staff working with the children of which staff records showed that three were Level 3 Qualified with a Child Care Qualification. The other two were working towards achieving their award. Staff records showed that they had attended ‘on-line’ training courses as well as in person training provided by the Department of Education, Sport and Culture. Individual staff records showed that they had received regular supervision and participated in staff meetings and ‘quizzes’ that the managers had devised regarding their knowledge of the nursery setting and services provided.

The staff were aware of EYFS (early years foundation stages), a system for monitoring and recording children’s learning milestones. Each child had a ‘Profile Books’ that included; photographs, artwork, observations by the staff and linked the child’s activities to the relative EYFS category. Children’s art work had been displayed within the nursery.

Supporting a balanced diet

The service did not provide meals but snacks mid-morning and afternoon only. A menu could be viewed in the kitchen of snack options could be viewed. Parents that wished their child to stay for lunch were requested to provide a packed lunch. The packed lunches were supplied with ice packs if there were any perishables foods contained.

Inspection Findings

C3 Is the service caring?

Our findings

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

We found the service to be caring.

Ensuring children are being treated with kindness, respect and compassion

Children's records included the individual needs of the child, including any specific religious and cultural preferences. Records had been stored securely and the service had registered under the rules of the Data Protection Act.

We observed greeting parents at the door when arriving with the child at the start of the day. The staff were courteous and polite to parents and were heard to enquire if everything was 'ok', any information needed received and given.

The children were greeted with kindness and warmly welcomed into the nursery.

The staff and the children interaction with each other was noted to be positive and respectful. Children were listened to and encouraged to ask and answer questions both at playtime and storytime. Children appeared to be happy and comfortable in the presence of the staff and played alongside their peers and staff.

Maintaining children's dignity, privacy and promoting independence

Children were encouraged to be as independent as possible from 'taking off and putting on' coats, shoes and using the toilet (with appropriate guidance when needed).

Meal times were an opportunity to sit together and promote good manners.

Inspection Findings

C4 Is the service responsive?

Our findings:

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

We found the service to be responsive

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

The provider had a complaints policy that was displayed on the notice board in the corridor. The policy was also included their Service Information Booklet that was given to parents enquiring about the nursery.

We had been informed that they had not received any formal complaints but any concerns that had been received verbally were recorded.

Delivering personal care

Children’s records included a section regarding, their personal needs, choices, cultural and religious beliefs. This information helped the provider meet the needs of the individual.

The managers stated that they are able to provide a service for children with additional needs, but due to the small setting and staff number these places were limited.

Supporting children when dealing with significant events

The staff were asked how they would support families and children with significant events in their lives, for example, a bereavement in the family or the arrival of a new baby. We were told that the staff would liaise with parents/ carers and to establish what changes there were in the child’s life and then work with the parents to support the child. Opportunities would be given to children to talk about the changes and their feelings, this would be done through play, reading books together and talking at ‘circle time’ with their peers. An example given was to read stories about a new baby and how the child would be a good help to mum and dad.

The managers also stated there have been occasions when they have supported parents by giving them the time to talk and providing them with details for people who could help, for example bereavement counselling.

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.

We found the service 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

There was a record of information for each child at the service. This was completed from information gathered from parents/ carers prior to the child being registered at the nursery. There were review dates on the records to show that information had been updated.

Working in partnership with parents

Newsletters were sent to parents to inform them of what was happening in the nursery. Parents were observed to provide information about their child to the staff on arrival at the nursery providing a verbal of exchange of the child's welfare. A parent confirmed that they received information 'on a regular daily basis on collection at the end of the day'. Management stated that they have 'afternoon teas/ craft' sessions where parents are invited to spend some time with their child at the nursery.

Continuous learning, improvement, innovation and ensuring sustainability

Systems were in place to enable the staff to undertake training that included mandatory training as designated by the registration and inspection team. The staff stated that they were given time to complete training.

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

We were shown the minutes of the staff meetings; however, these stated the agenda topics but no content of what had been discussed and any actions agreed.

Risk assessment had been completed for the premises and outings. There was a daily safety checklist that included the security of the premises, cleanliness and fridge temperature recordings.

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

We had a discussion with the managers at the end of the inspection and they explained how they had evaluated the service to provide improvement plans. An example is the nursery had purchased a software system called the 'family app'. The intention is to commence use of the system from September 2022. This will enable the staff and parents to communicate directly and to record the child's progress and observations completed by the staff.

Action we require the provider to take

Key areas for improvement

- Written details of staff meetings