

Annual Inspection Report

2022-2023

Hopes and Dreams

Day Nursery

Child Day Care Centre

14 February 2023



Isle of Man
Government
Kyllys Ellan Vannin

DHSC

We carried out this announced inspection on 14 February 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Hopes and Dreams 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

Hopes and Dreams have developed their own 'Leadership Academy'. This recognises staff abilities and provides an opportunity for internal progression. It provides a platform to further develop the staff skills and ensures they feel valued.

A 'peer staff appraisal' system has been developed. This is in the form of 'postcards', by where the staff can praise another member of staff for something they had done. The manager said that she had personally received some postcards and kept them in the office to reflect on.

The nursery is a large setting but the team have managed to create a homely and inviting environment for the children to learn and play.

Children were occupied at all times; there was always a variety of activities for children to engage in.

The following are comments from parents:

- 'Provide a happy and educational environment for **** to thrive in'
- '**** development over the last five months has been eye opening and H&D have 100% contributed to that'
- **** settled very well and loves to nursery. No doubt that is because of all the caring, attentive and always smiling staff as well as the range of fun and well planned activities throughout the days.
- They often play in the garden as well as go on various explorers/ educational trips.
- I get regular updates on the app Family as well as there is a great communication from the nursery / staff.
- The home made meals are an added bonus.
- An absolutely delightful nursery which I would whole heartedly recommend to anyone.

- Activities for **** are great and the staff are amazing at keeping us well informed about the days **** have had.
- We are extremely lucky to have the staff we do working with the kids as they all work so hard each day to ensure the kids learn, imagine and thrive.

Action was taken to complete the requirements from the previous inspection

About the service

The registered person must not look after more than seventy seven (77) children in total aged 18 months and above.

No more than three (3) children shall be under 2 years of age.

No more than twenty eight (28) children on the first floor.

No more than forty nine (49) children on the ground floor.

The baby and toddler room must only accommodate ten (10) children aged 18 months - 36 months.

Hopes and Dreams Nursery is based in Douglas and is one of six child care settings providing care for children owned by the same company.

The nursery has dedicated activity rooms for the different age groups as listed above. There are toilets located in close proximity to the play rooms and a kitchen that provides hot meals for the children.

There is car parking to the front of the premises and an enclosed outside play area to the rear.

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 6 February 2023. We visited the location's office/service on 14 February 2023.

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.

Parental questionnaires were sent to gauge the opinions of parents.

During the inspection

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.

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 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 Safeguarding Training with the exception of one. This person was a new member of staff and training has been arranged.

Staffing ratios and recruitment

The service had provided sufficient staff and had taken into account the individual needs of children. They were able to provide staff to meet the child's individual needs.

We were informed that any potential new staff would be invited into the nursery for a viewing through the setting with the manager and one of the company directors. This formed part of their interview process. The service gathered pre-employment information prior to the commencement of employment. This included references, medical, suitability checks and DBS (disclosure and barring service).

New staff checklists were viewed and found to contain all the required information.

Assessing risk, safety monitoring and management

There were written 'risk assessments', undertaken that included the premises, activities both indoor and outdoor. Assessments were displayed in each of the rooms.

The exits were locked to ensure that children could not exit unsupervised. Also unauthorised persons could not enter without permission.

We sampled children's records and found that they all held the relevant information required, including parental and emergency contact details.

Using medicines safely

The nursery had a policy for the safe storage and administration of medication. Medication was being stored in safe areas and accessible by the staff in the event of an emergency.

There was a record for recording when medication had been given. This included; details of the medication, dosage, times given and who gave it. Parents were requested to sign to acknowledge that they had been informed that their child had been given the medication.

Preventing and controlling infection

The premises and equipment were clean and in a good state of repair except for a small rip in the flooring in the snack room. The skirting boards in some of the corridors would benefit from redecoration.

We were told that the cleaners use the 'fogging machine' twice a week to disinfect all areas of the nursery and all surfaces. We were informed that this has a non-hazardous water based sanitising solution to kill and protect against bacteria and enveloped viruses.

The nursery had a policy regarding children with an infectious illness, complete with incubation periods.

There was a good supply of disposable aprons, gloves and provision of cleaning products.

Action we require the provider to take

Key areas for improvement:

- The flooring in the snack room to be repaired

Inspection Findings

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.

This service was found to be effective.

Staff skills, knowledge and experience to deliver effect 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 (with the exception of one as previously mentioned), 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 2 or above Qualified with a Child Care Qualification. The staff use EYFS (early years foundation stages) and COEL (characteristics of effective learning), systems for monitoring and recording children’s learning milestones. Each child’s ‘Learning Journey’ was recorded on the ‘family app’ that included; photographs and observations by the staff. The family app is a system for recording the individual child’s records and therefore parents are given access to their child’s records only. Some observations may include group activities.

Supporting a balanced diet

The nursery provided a cooked meal at lunchtime and snacks mid-morning and afternoon. Children brought in their drinks bottles in the morning and these were placed so that the child could access it at any time.

Working with other agencies to deliver effective care and support

We discussed the setting and their interaction with other agencies. The manager informed us that they have a good relationship with other professionals such as PSAC (pre-school assessment centre) and speech and language. The staff were aware of how to make a referral. One of the staff had completed ‘Speech and Language ‘on line’ training’, to provide in house guidance.

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.

This service was found to be caring.

Ensuring children are being treated with kindness, respect and compassion

We observed parents/ grandparents arriving and collected the children at the nursery. They were greeted in a friendly and polite manner, exchanging information about the child's day at nursery.

The children appeared to be happy and comfortable in the presence of the staff. A member of staff said she had 'great conversations with the children' and 'love working here'.

Maintaining children's dignity, privacy and promoting independence

The children's toilets were located in close proximity to the playrooms. There were individual cubicles with privacy doors. An area for changing nappies or soiled clothing was also available.

In the moment planning established a platform for children to make choices about what they wanted to do. The staff listened to the children and provided resources for them to use. For example an arts and crafts session, where children wanted to paint and make models. One child said she was making a Unicorn and the staff provided paints and stick on eyes and glitter. Children were observed to collect protective aprons and put them on themselves prior to using the paints.

One staff member said she liked the 'free flow' of the nursery that enabled the child to move from one room to another and go out in the outside play area.

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.

This service was found to be responsive.

Delivering personalised care

Prior to a child commencing at the setting, parents are requested to complete a ‘registration’ form and an ‘All about me’ booklet.

The registration form includes details of the child’s name, date of birth, medical and cultural needs.

The all about me booklet has been expanded to include further details of the child’s needs, preferences, likes, dislikes, favourite activities and songs and ‘something special about me’. This has provided a good all round picture of the child prior to starting. This aids the staff to help provide and meet the individual needs of the child.

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

The manager confirmed that they had not received any complaints. There was a complaints policy and procedure to follow in the event that a parent or staff wished to make a complaint. The policy was displayed in the entrance hall.

Supporting children when dealing with significant events

We were told that the staff have conversations with the parents regarding any concerns they have. And that they give feedback to the parents at pickup on how their emotions have been throughout the day.

The manager informed us that they have an open relationship with parents, and that they can speak privately to a staff member or the manager to discuss any changes that may affect the child’s behaviour.

The setting would use resources such as books to use to talk to the child about changes for example the birth of a new baby. The manager said they would observe the child’s behaviour and act appropriately such as talking to the child using dolls and roll play activities.

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.

In the words of the staff 'In The Moment planning enables staff to be more present and follow the interests of the children. We can develop their learning in the moment which means we assess and can then meet their next steps there and then. It means the children are empowered to lead their own learning and all artwork is individual. The children are encouraged to think of their own ideas and follow through with them. All staff have access to In The Moment Planning training videos on Family Share our in-house online platform'.

We observed children being able to move freely from one activity to another and supported by the team who interacted positively with the children.

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

Records showed that regular staff meetings had taken place. There were written 'minutes' that included areas discussed and outcomes.

The setting held team meetings and also Hopes and Dreams as a company held managers meetings with the managers gathered from each of their other nurseries. We were told these were held once a month.

There was an 'induction programme' for any new staff to ensure that they were aware of how the service operated. The content of which was discussed with the manager and acknowledged that the section for the employee and the manager could be easier identified.

Regular supervision of individual staff had been completed. A written record was kept including outcomes and how management could provide support.

They have policies and procedures that we found to be thorough in detail. There were monthly training sessions for the staff where they have to read defined policies/ risk assessments. This is followed by a written questionnaire to ensure that the staff have completed the task and absorbed the information.

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 booklet' about their child. This provided individual information regarding the needs of the child.

The service were observed to welcome the children and parents into the setting on arrival. Children appeared to be happy and engaged warmly with the staff.

We spoke to some of the staff who said; 'I love working here'.

Continuous learning, improvement, innovation and ensuring sustainability.

The staff records showed that the staff were undertaking training.

Staff supervision notes were available, and showed that staff received one to one supervision every three months.

The manager told us that they had a 'full team' meeting every three months and then also 'smaller team meetings every three months, this is where the team working directly with the 2-3 year age group and separately the 3-4 year age group would meet led by 'team leaders'. Then the team leaders and manager would also meet.

We sampled the team minutes which included the areas of discussion and who attended. The records would benefit from including the staff first and last name.

A 'peer staff appraisal' system has been developed. This is in the form of 'postcards', by where the staff can praise another member of staff for something they had done.

Hopes and Dreams have developed their own 'Leadership Academy'. This recognises the individual's abilities and provides an opportunity for internal progression. It provides a platform to further develop the staff skills by being mentored by the managers and internal training team.

Working in partnership with parents.

Prior to parents registering their child at the setting, they are requested to complete Registration Forms and All about me booklet. This ensures the setting has as much information about the child before starting.

The Family App is used to provide information to the parents regarding the progress of their child's development. This can also be used to communicate any information to all parents regarding the service. This was confirmed by parents.

Parents and staff exchanged greetings and information at the time of the child arriving and being collected.

The manager stated that the nursery have two parents evenings a year where by the parents can talk to their child's keyworker about the child's progress and developmental learning.