

Annual Inspection Report 2022-2023

Beehive Kindergarten

Child Day Care Centre

29 March 2023



DHSC

We carried out this announced inspection on 29 March 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Beehive Kindergarten 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 setting has a large outside play area to the rear of the property and this has been developed to maximise the space. There were lots of paths leading to different areas of play, such as the boat frame with a sand pit and the climbing frame. It provides a safe environment for children to enjoy and benefit from outdoor play and fresh air.

The team has developed over the last year an extra management structure providing an additional two managers. This has enabled the managers to work alongside the children and the team whilst also taking time to undertake their managerial responsibilities.

The staff worked well as a team and were aware of their role with staff saying that they 'like the atmosphere and the team work'.

The following are comments from parents

Open and honest about my child's behaviour
Treats my child as an individual

Action was taken in respect to complete the areas from the previous inspection

About the service

The registered person must not look after more than 74 (seventy four) children in total and of those 74 (seventy four) children, no more than 62 (sixty two) are to be aged 2 (two) years or above and no more than 12 (twelve) are to be between the ages of 1 (one) and 2 (two) years.

The Beehive Kindergarten is one of three child care settings owned by the same company. It is situated in Onchan adjacent to one of its other provisions. The kindergarten rooms are all on the ground floor level of the property. It has toilets/ wash hand basins located in several areas adjacent to the playrooms. There were five activity rooms for children aged 2 years and above and one playroom and dining area for the children aged between one and two years. There was also a 'stand alone' summer house in the garden that had a play room and toilet.

There was a large kitchen that was used to cook and provide hot meals for the children. There was off road parking to the front of the property and a large outdoor garden/ play space to the rear.

Registered manager status

The service has three 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 announced inspection was part of our annual inspection programme which took place between April 2022 and March 2023.

Inspection activity started on 20 February 2023. We visited the location's office/service on 29 March 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.

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.

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 permanent staff had either completed their Safeguarding Training, or had dates for training to complete. There were a number of bank/ relief staff of which some had completed mandatory training, whilst some had outstanding training with no arranged dates identified to complete it.

Staffing ratios and recruitment

Ratios of staff working with the children were in line with the minimum standards of one staff to every three children aged 1-2 years. And one staff to every eight children aged 2 years and over.

The service had a recruitment process that included gathering pre-employment information prior to the commencement of employment. This included references, medical, suitability checks and DBS (disclosure and barring service).

The checklist for three staff employed since the last inspection were checked. All information was recorded appropriately.

Assessing risk, safety monitoring and management

There were written 'risk assessments', undertaken that included the premises, activities both indoor, outdoor and outings. We discussed the content of these and identified one extra area to be added.

The exits were locked to ensure that children could not exit unsupervised. Also unauthorised persons could not enter without permission. Parents could enter a porch area out of the rain whilst waiting to gain access to the main foyer area.

We observed the staff greeting parents politely and an exchange of information of the child's well being provided.

Using medicines safely

There was no medication at the premises on the day of the inspection, but the manager informed us of the safe location it would be stored if necessary.

The nursery had a policy for the safe storage and administration of medication.

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 were clean and had undergone some redecoration of areas including new carpet. The manager explained there was a rolling programme for the decoration of the entire setting and had a maintenance person employed at the setting to undertake any minor or emergency problems.

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:

- Mandatory training to be arranged for the 'bank/ relief staff'

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, first aid and food hygiene (if handling food). This has been detailed in the previous domain.

Supporting and developing children’s care and development needs

Sufficient staff with an appropriate child care qualification were working at the setting. We were also informed that a further four staff were working towards completing their qualification.

The staff were aware of EYFS (early years foundation stages), a system for monitoring and recording children’s learning milestones. Children’s photographs, artwork, observations by the staff were placed on the ‘family app’, a system that parents could access (but individually coded for each child) to view their child’s progress.

For children aged between one and two years of age, a daily record was also included that recorded the child’s daily food and drink intake, sleep pattern and general well being.

Supporting a balanced diet

The service provided hot meals. These were prepared in a good sized kitchen in the premises. The daily menu was written and placed in the entrance for parents to view.

Working with other agencies to deliver effective care and support

We were told that the setting had referral systems in place to access the services of other professionals such as Pre School Assessment Centre (PSAC), and Speech and Language. They would utilise their assistance should the need arise.

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 the staff interact with the children in a positive manner. Children were treated with kindness and compassion. Parents were greeted politely and an exchange of information given.

There were various activities that the children were involved with. The outside play area provided a good opportunity for children to experience safe outside play. The staff said that the fresh air and outdoor play supported children's positive behaviour. Children were not all outside at the same time and were supervised at all times. The staff were attentive and respected children making choices and compassionate when they had trips.

There were indoor activities in the summer house and the main building. Children aged 1- 2 years had their own play rooms and sleep areas.

Maintaining children's dignity, privacy and promoting independence

The children's toilets were located in close proximity to the playrooms. There were individual cubicles and an area for changing nappies or soiled clothing.

We observed the children being given opportunities to make choices with toys they wanted to play with. The younger age range had a dedicated staff team that demonstrated an awareness of the needs of the younger age range. Children were playing with balls and singing rhymes. One of the children was using paints and stickers, paper and lollypop stick to make flowers. The child choose the colours they wanted and used the brushes to paint and stick. The staff talked about the colours and encouraged the child to be as independent as possible.

The older children choose what 'ride on' toys they wanted to use outside and rode around the paths independently. Inside children were had various activity rooms that provided different themes of play, for example; arts and crafts. Children were encouraged to use the toilet when they needed whilst the staff supervised to ensure that hands were washed.

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 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 medical. Parents were able to inform 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 had not been any complaints received.

There was a complaints policy and procedure that was included in the registration form. The procedure was also displayed at the setting.

Supporting children when dealing with significant events

We discussed with the manager significant events in a child’s life that may affect the well-being and/or behaviour. Events such as a bereavement within the family or the addition of a new family member. We discussed the one event that perhaps affects the child the most times, the birth of a new baby. The manager stated that they would give the child the time to talk about the baby and how they will become a big brother or sister. We were told they would use resources such as dolls and use ‘role play’ to show how to care for a baby and what babies do.

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.

Beehive Kindergarten is one of three child care settings owned and managed by the same company and directors. The information booklet provided to prospective parents for this setting included information relating to the other settings owned by the company. This required some minor amendments to the front cover to reflect that the content reflects all three settings.

Parents were requested to complete a 'record of information' 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 on the 'family app' for parents to view. The provider has stated that they provide verbal feedback to parents when collecting their child from the kindergarten. They have also stated that parents are welcome to meet with the staff to discuss their child's progress or any concerns.

Children's activity planning was themed into seasons and the manager stated that the team were given the opportunity to plan activities for the children and that 'in the moment' opportunities may override these.

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

The setting has two additional registered managers, thus providing three in total. We spoke to some of the managers and it was clear that they were aware of their roles. It provided them with an opportunity to divide the workload of a manager and still work alongside the children and the staff team. We spoke to staff working with the children and they showed an understanding of their role and responsibilities.

There was a written record for newly appointed staff and a staff member confirmed that they had an 'induction programme' to ensure that they were aware of how the service operated.

Records showed that the staff had received 'one to one' supervision providing them with an opportunity to discuss their personal role.

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

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 at a minimum of twice a year. Managerial staff meetings had taken place with a written record. Due to the size of the setting and the number of staff, the manager explained that it was difficult to arrange a time when all the team could be together. We were told that it is the intention for the managers to hold smaller team meetings with groups of staff with the individual managers taking responsibility for a group each.

The manager spoke about the kindergarten and the rolling programme of redecoration of the setting and how the service is always striving to move forward.

Working in partnership with parents.

Parents are provided with an information booklet regarding services available for the setting so that they can make an informed choice of where to register their child.

We were told that the nursery complete a daily record for children aged 1-2 years, which is recorded on the family app. This provided information regarding the younger age range with regard to their individual routine.

The 'family app' is also used to record observations and areas of children's development for the older age group.

There was a 'facebook' page that included information for both parents of current registered children and prospective parents.

Action we require the provider to take

Key areas for improvement

- Make some minor amendments to the Information Booklet