

# Annual Inspection Report 2022-2023

## Victoria House Nursery

Child Day Care Centre

14 March 2023



Isle of Man  
Government  
*Kelleys Eilan Vannin*

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**DHSC**

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

### **Service and service type**

Victoria House 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 owner and acting manager talked passionately about the service they provide. They talked about wanting the best service they could provide for the children and parents.

The team were very supportive of each other. Each person that was spoken to, spoke about how they can talk to any other member of the staff for help and felt that their opinions and ideas are listened to.

The management team were proactive in identifying training needs for the staff. They were able to source training to be given to the team at the setting once the children had gone home.

The provision had a large outside play area and this was used all day. Children were out with the staff and had various activity areas.

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

- 'Care of children, development of children, offers a warm and comforting environment to all'.
- 'It is inclusive, allows for children to develop independence, offers regular time outside daily, offers a range of activities both in and out of the nursery, sea school at the beach, forest school at Summerhill Glen, park trips, focus of activities around EYFS statements, promotes positive behaviours by children'.
- 'Written daily log for child in baby wing. Along with verbal log for children across the nursery. Staff are always keen to share what the children have been up to each day'.
- The nursery have progress/development folders that we can view whenever we request and can be taken home. The nursery has also just had a parents evening detailing my \*\*\*\* progress.

- At every pick up each day the girls fill me in on any new developments for my \*\*\*\*\* for that day so I feel very informed of his progress.
- The staff are all so friendly, nurturing and my \*\*\*\*\* has thrived there. There is also such a variety of activities each week and new learning opportunities. I feel my \*\*\*\*\* has learned so much especially in the last year.
- The children have a structured day without it being too regimented.
- The staff all seem to be very caring and there's plenty of activities for the children to get involved with.
- The outdoor garden space is brilliant too.

**Action was taken to complete the requirements from the previous inspection**

### **About the service**

The registered person must not look after more than fifty four (54) children in total aged 0 (zero) years and above.

Main Building consisting of 2 floors: No more than forty six (46) children aged 18 (eighteen) months and over in total of which no more than four (4) children aged 18 months – 2 years accommodated on the first floor.

Studio Building: No more than eight (8) children aged 0-2 (zero to two) years.

Log Cabin: No more than eight (8) children aged 2 (two) years and above.

Victoria House Nursery has designated the rooms to defined age groups. As above stated the main building consists over two floor levels. In this building there is a kitchen where packed lunches are stored and snacks prepared. There are toilets located in close proximity to the playrooms. The studio and log cabin are located to the rear of the premises.

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

### **Registered manager status**

The service does not currently have a registered manager. There is an 'acting manager' at the time of the inspection and the provider was actively trying to recruit a candidate that would take the role of registered manager.

### **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 13 February 2023. We visited the location's office/service on 14 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.

Parental questionnaires were sent out.

### **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 improvements 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. The acting manager was aware of her responsibilities and who to contact for advice and support if required.

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 Safeguarding Training.

**Staffing ratios and recruitment**

The service had sufficient staff to ensure they meet the required child/ staff ratios. They had a recruitment process for any potential new staff. And had completed records for twelve new staff appointed since the last inspection.

The service gathered pre-employment information prior to the commencement of employment. This included references, medical, suitability checks and DBS (disclosure and barring service).

**Assessing risk, safety monitoring and management**

There were written 'risk assessments', undertaken that included the premises, activities both indoor and outdoor. These were sampled for the appropriateness of the content.

The exits were locked to ensure that children could not exit unsupervised. Visitors/ parents were greeted at the door prior to enabling them to enter.

We sampled children's records and found that they all held the relevant information required, including parental and emergency contact details, with the exception of one. This record contained needed a slight change of wording that was discussed with the acting manager.

**Using medicines safely**

The nursery had a policy for the safe storage and administration of medication. There was no medication being stored at the time of the inspection.

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 some of the children's chairs. These were safe but needed the legs repainting.

The provider explained the cleaning procedure for the premises that included daily cleaning and the provision of a professional company to 'deep clean' the premises three times a year.

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:

- Ensure the wording on all children's records is correct
- Paint the legs of the children's chairs

## 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). 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**

The staff were aware of EYFS (early years foundation stages), a system for monitoring and recording children’s learning milestones. Each child had a book ‘ALL About Me’ to record their goals achieved and included; photographs, artwork, and observations by the staff. We were told that parents were welcome to take their child’s book home at any time to view providing it was returned for the staff to continue to input information. This was confirmed by parental feedback and the book was given to parents when the child left the nursery to keep.

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

The nursery provided snacks mid-morning and afternoon.

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.

Information about healthy foods was on display in the dining room downstairs. The manager told us that they can provide leaflets on healthy options for packed lunches to parents.

#### **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. They have received support from the Pre School Assessment Centre (PSAC) and Speech and Language. Parental permission would be sought prior to engaging with these services.

## 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 being greeted when they arrived to collect their child from nursery. The staff were polite and courteous and welcomed them into the nursery.

The staff interacted with the children in a positive manner. Children were treated with kindness, compassion and included in making choices. Children's individual needs were adhered too, for example we observed one of the babies enjoying their nap time when others were awake.

We observed the children playing alongside each other and with the staff. One of the children had built a tower by stacking bricks on top of each other, this led to a topic of 'measuring' and children would line up against the tower to see if it was taller than them. Any negative behaviour was observed to be handled in a positive manner, engaging with children and reinforcing positive actions.

Children responded to staff requests for example, 'tidy up time', the children helped tidy toys away ready for snack time. Children appeared to be happy and enjoying their time at nursery.

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

The children's toilets were located adjacent to the playrooms. There were individual cubicles and an area for changing nappies or soiled clothing was also available on each floor level. A separate nappy changing area was located in the room for the children under two years of age.

Babies were having nappies changed whilst the inspector was in the baby unit, but this was undertaken in a separate room giving the individual dignity and respect.

Children were supervised whilst using the toilet area and washing their hands.

Children were playing both indoor and outdoor and had the space and opportunities to play and go from one activity room to another on the floor level. Resources were easily accessible enabling the children to independently pick toys and 'make up' their own games. One of the children playing outside was going to 'America on a boat' when playing in the garden.



## 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 setting parents are requested to complete a child information record. This provided information about the child's individual needs including cultural, behavioural and social. This enables the setting to establish the individual needs of the child.

#### **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 display for parents to view.

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

We spoke to the acting manager and responsible person regarding supporting children through significant events in their life. We were told they would welcome a parent into nursery to discuss any situations or changes that may affect the child and discuss how they could help to provide support.

They spoke of how they have supported children previously with providing opportunities for the child to talk to them on a 'one to one' basis and by reading stories.

#### **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.**

Parents were requested to 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.

Weekly planning was displayed in the play rooms with the flexibility to change plans in accordance with children's needs and preferences.

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

The provision does not have a 'registered manager' at present and this was discussed with the responsible person/ owner of the nursery. They have been actively advertising for this post but to date had no success. The 'acting manager' was aware that she had responsibility for the day to day running of the service and was a suitable person for the role should she apply. There was also the additional support of an administrative team.

Staff meetings were undertaken monthly with an agenda that can be added to by all the staff. Minutes of the meeting were sampled.

Risk assessments were in place and amended as and when needed.

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

As previously stated, parents were requested to complete a record of information regarding their child prior to registering at the setting. This enabled the staff to provide care the individual needs of each child.

The setting has a Facebook site to communicate with parents and show what the children do at nursery. This was updated on a weekly basis.

We had the opportunity to speak to some of the staff and these were some of their comments when asked 'what they liked about working at the nursery?'; 'it has a family feel, everyone works together, 'staff are supportive- always helpful', 'it like a home from home', 'it's a warm welcoming, friendly place', 'children are lovely, 'love it, it's gratifying'.

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

The training matrix showed that the team had all completed their mandatory training for example; first aid and safeguarding. The acting manager and responsible person spoke of how they have sourced and been able to provide training for their staff for specific identified training needs. This training has taken place at the setting when the children have gone home.

An induction process was in place for new staff that was spread over a minimum of three-month period with a probationary report at the end of each month. Supervisions of staff were completed every one to two months and recorded. A complex annual appraisal system was viewed and discussed, we talked about the possibility of simplifying the approach to make it easier to follow and complete.

**Working in partnership with parents.**

We observed parents and children being welcomed into the nursery by the staff. The staff were polite and courteous and an exchange of information was transferred from one to another.

The setting had a Facebook site that included photographs of the children and a platform to inform parents of planned activities and nursery 'news'.

As previously stated parents are able to take their child's development book (All About Me) home to view. The acting manager stated that parents are requested to sign and date when they take the book to ensure the staff are aware of where the book was.

Parents of babies aged 0-2 years receive a daily written record that records their child's sleep, feeds, nappy changing and daily activity.

The acting manager stated that they have 'parents evening' for the children that will be leaving the setting and going to school in the up and coming September. This provided an opportunity for the parents to speak to the staff regarding their child's development and readiness for school. Parental feedback confirmed that they attended one in February 2023.

Parents were given a 'settling in report' after a month of their child commencing at the nursery. This provided information regarding their child from the day one to how they have settled into their new environment.

We were told that parental questionnaires were sent to parents shortly after their child had started at the nursery and after parent's evenings. This was to gauge opinion if the staff were meeting their expectations and/or any improvements they felt would help.