

Inspection Report

2023-2024

Grasshoppers Nursery

Child Day Care Centre

22 September 2023

**Under the Regulation of Care Act 2013 and
Regulation of Care (Care Services) Regulations 2013**



DHSC

We carried out this inspection under Part 4 of the Regulation of Care Act 2013 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements, regulations and standards associated with the Act. We looked at the overall quality of the service.

We carried out this unannounced inspection on 22 September 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Grasshoppers 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

Parental feedback confirmed that parents were satisfied with the level of care provided by the staff and that they felt the staff were friendly and approachable.

The manager had a good understanding of her responsibilities and receptive to suggestions that may help or improve the service.

The nursery provided parents with an option to purchase a hot meal for their child which is cooked at the adjacent café. Or to provide their child with a packed lunch.

Children appeared to be happy and engaged in suitably age appropriate activities. They had the opportunities to choose what toys/ resources they wanted to play with and to move onto another activity freely.

The following are comments from parental feedback

'All the activities they prepare for the kids',

'All the teachers are very friendly and happy to talk about my ****'.

'Everything its very well organised, we are weekly informed about what kids have done through the app with lovely pictures.

And if you ask anything using the app they respond very quickly.

The nursery and the outdoors play field it's also clean and organised.

I love Grasshoppers'

'Activities for the children. There is always a wide range of activities for them to take part in and improve on their development, a long with classes they have brought in such as Mini

Musicians and Drama Tots. – My **** development has come along, a long way since starting Nursery at 2 and is due to turn 4'

'My ***** settled in very quick and really enjoys going'

About the service

Grasshoppers nursery is registered to provide care for 32 (thirty two) children 2 (two) years and above. The nursery is located on the Jurby road not far from Ramsey and is set within a rural area and environment. Hot meals can be provided for children from the adjacent café for which the provider has a contract with. All children’s play areas and toilets are located on the ground floor, whilst the office is located on the first floor. Children’s toilets were in close proximity to the playroom. The provider has the sole use of an enclosed field close to the premises to take the children for outside play.

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 inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 6 September 2023. An unannounced inspection was undertaken on 22 September 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.

Our findings:

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

This service was found to be safe.

Staffing ratios and recruitment

Children's and staff attendance records included the individuals first and last name and for the children, their date of birth. Records showed the required staffing levels were being met, these are 1 staff: 8 children.

The manager explained the process of interviewing potential new staff, this included 'stay and play' time. 'Stay and play' meant that potential new staff would have an opportunity to join the existing staff team (and under supervision), interact in the nursery with the children. This gave the employer an opportunity to observe the individual and for the children to meet them and ask questions.

The records of two staff that had commenced employment since the previous inspection were checked. Pre-employment checks including references, social services and DBS (disclosure and barring service....police record check) were completed and the outcome recorded. A second reference was outstanding for each of them, but the employer had taken action to correct this. Each staff had an 'induction record' to ensure that each person was aware of the systems and processes of the nursery. We discussed the content and areas that could be included

Improvements lessons learned

The staff complete records to record any accidents and incidents. There had been no safeguarding concerns.

Risk assessments are also in place to ensure the safe practices of the nursery. These were sampled and were complete with review dates.

There is a complaints procedure for parents or staff to complete should this be needed.

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.

Supporting and developing children’s care and development needs

The team demonstrated that they were aware of their individual role and responsibilities. They were observed to sit with the children and play alongside them or supervise at meal times.

There was plenty of varied activities for the children to be involved in. Children records identified any individual needs that may require additional support and guidance.

The manager stated that ‘we always ensure to role model best behaviour and praise the children loudly and proudly when they do the same’.

We were told that the staff would speak to a child if there was any negative behaviour ‘in an appropriate manner to the individual child’. It was explained that focus would be placed on the positive and not the negative behaviour by reinforcing with praise.

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 both parents and children were greeted politely and with respect. Parents were able to enter the building into the cloakroom and then would ring the doorbell into the main area of the nursery, where they were greeted by the staff team. The staff team greeted parents and welcomed children into the playroom. Parents gave a 'verbal handover' to the staff.

Children settled quickly into the nursery and joined in with the activities. The children appeared to be happy and some were quick and confident to ask the inspector her name.

There was plenty of varied activities and children had the opportunity to play with others or have a quiet moment of looking at a book.

Children and staff interacted positively with each other. Appropriate use of language was used in relation to the child's age and level of understanding.

Maintaining children's dignity, privacy and promoting independence

The children's toilets are located adjacent to the nursery playroom and have privacy doors to provide some dignity for the children. There was a separate nappy changing area also away from the playroom.

Children juice/ water bottles were located in an easily accessible area to the children so that they could access them independently. Parents were offered the choice of paying for a cooked meal at lunchtime for their child or they could provide a packed lunch each day for their child. The menu for lunchtime meals have not been displayed for parents to view prior to their child having their meal. Although parental feedback had confirmed that they were told later that day what their child had eaten. The manager was going to request a copy of the menu from the provider that cooks the meals and display this for parents to view on the parental notice board on a weekly basis.

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

The provider requests that parents complete a ‘record of information’ about their child prior to enrolling at the nursery. This information provides individual details of the child, such as any cultural, medical or dietary needs. This information is also recorded on the ‘family app’. Parents are requested to complete an ‘all about me’ record when reviewing the records to ensure the details are still correct and there have been no changes.

Each child had a ‘learning journal’ book that commenced when they started at the nursery. The journals included photographs and observations. There were photographs of the child participating in activities and written observations of what the child was doing and/or achieved. Since the beginning of September this year a new system for recording children’s development had been implemented. Due to the timing of the inspection there was very little information for the inspector to view. The staff gave a description of how the system would work and that each child would now have a folder to record their artwork and developmental progress with observations.

We were informed that a ‘newsfeed’ on the ‘family app’, was used to inform parents of children (as a group) of the daily activities. This included photographs and parents had signed to agree that their child’s photograph could be included in the newsfeed.

The manager stated that they will be inviting parents to a ‘parents evening’ later in the year. This will provide an opportunity for parents to speak to the team and discuss their child’s progress and any concerns they may have.

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.

The record of information completed by the parents provides information pertaining to the individual. This includes any dietary or medical requirements and cultural preferences. The manager stated that any festivals identified by parents would be celebrated and included their curriculum planning for activities.

We discussed how the manager would manage any conflict between the staff should it arise. Through conversation, the manager was able to demonstrate and give good examples of how conflict would be managed. She had a good clear understanding of managing situations in a sensitive and confidential manner, whilst still ensuring positive outcomes.

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

The manager was aware of her responsibilities to keep and maintain records, policies and procedures and to ensure that she provided a safe environment for the children and the staff team.

Grasshoppers is a registered provider of child care and must adhere to regulatory requirements. These were discussed with the manager and the inspector was satisfied that the manager was aware of her obligations including the 'notifications of events' for example when a child or staff member has an infectious illness.

Continuous learning, improvement, innovation and ensuring sustainability.

The staff training matrix showed that the team had completed mandatory training including first aid and safe guarding children. The team had also undertaken relative training in the evenings after work.

There were records for the staff that contained their 'one to one' supervision sessions. These provided an opportunity for the manager to identify individual areas of good practice and any areas that may need more support. It also gave the staff a chance to speak confidentially and outline any training they would like to undertake and to meet with the manager on a one to one footing.

Records of staff meetings were viewed; these recorded the staff attendance, topics discussed and outcomes of the meeting.

Each member of the team had been given 'one to one' supervision. This enabled the manager and the staff member to address any areas of concern they had and identify their strengths.

The manager completed a detailed account of the sessions along with any actions to move forward.

If areas of improvement have been identified the provider will be required to produce an action plan detailing how the areas of improvement will be rectified within the timescales identified. The R&I team will follow up and monitor any actions undertaken.