

# Annual Inspection Report 2022-2023

## Little Diamonds Nursery

Child Day Care Centre

18 and 25 October 2022



Isle of Man  
Government  
Kelleys Eilan Vannin

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**DHSC**

We carried out this announced inspection on <insert date>. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Little Diamonds 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 were some areas of improvement identified as a result of this inspection.

Staffing levels were safe and exceeded the required adult to child ratios. The staff team worked well together and knew the children in their care and were observed being respectful, kind and caring.

The environment was clean and well maintained and the atmosphere was calm, relaxed and homely. The staff team had established good relationships with the children and their families and a number of parents said 'they found the staff to be approachable and friendly'. The children were receiving a caring service that encouraged their independence, confidence and learning.

Staff were positive about working at the nursery and said they felt 'part of a great team' and were 'supported and valued' by the management team.

The setting had two registered managers who worked well together. The arrangements currently in place mean both registered managers are in charge of the nursery at the same time. In order to provide a clear leadership structure, a decision is needed in regards to having one registered manager responsible for the day to day running of the setting.

Management tasks currently being shared between the two registered managers need to be assigned to an individual manager in order to ensure a consistent approach.

The feedback received from the families of children attending the nursery and out of school provisions was positive.

- 'I think they need to shout out about how good they are more often, I think they do a fabulous job.'
- 'I have always found all the staff to be approachable'
- 'The setting is a caring nurturing and loving place for a child'
- 'Little Diamonds are great at providing updates, discussing changes in your child and encouraging the children'
- 'I feel that the setting does well in everything, there wouldn't be anything I'd change, they've helped [name] improve tremendously.'
- 'All the staff are friendly and approachable'
- 'The staff are absolutely amazing and very professional'
- 'Bring the best out of the child. Staff are friendly, kids always seem happy. Area is always welcoming and bright (toddlers especially).'
- 'They have designated nursery assistants who takes a specific role in children's development. We feel [name] is benefitting from this and the stimulation they provide with regular trips out and activities.'
- 'There is nothing really I think they could approve on, I am happy with the care they provide.'
- 'Great setting' 'affordable' 'lots of trips'
- 'Flexibility when space is available for extra sessions'
- 'I can't recommend the staff and nursery/preschool setting enough'
- 'For me the afterschool club is excellent, my \*\*\*\* really enjoys attending'
- 'The facilities and activities \*\*\*\* partakes in are very enjoyable and they often go out on mini trips to the manx museum and park etc. We're very happy with it there.'
- 'All the staff are very friendly and understanding of any concerns'
- 'My \*\*\*\* has thrived since being at little diamonds'
- 'Communication for me is key and I cannot fault them on this.'
- 'I feel well informed about the club and we are asked well in advance about our requirements for club days during holidays. I feel Sammie and the team have a great set up.'
- 'Excellent communication'
- 'I have seen a lot of staff coming but they seem to stay rather than move on to other companies, suggesting they are good to their staff.'
- 'The staff are approachable, and nothing is too much trouble.'
- 'The staff are very welcoming and our LG thoroughly enjoys the nursery'

There were some points raised in the received feedback that were discussed with the management team, who stated they would consider the suggestions in order to improve the families' experience at the setting.

At this inspection we found improvements had been made in response to the previous inspection.

**About the service**

Little Diamonds Nursery is located in Douglas. They are registered to care for 154 children aged three months and above. The setting operates over two floors with the babies and toddlers accommodated on the ground floor and children aged three years and older accommodated on the first floor. The setting provides out of school care for children aged four years and above in designated activity rooms. The nursery provides hot meals for nursery children that are cooked on-site every day and parents of holiday club children provide their own child's lunch.

The setting has 11 playrooms, a kitchen, four bathrooms, disabled facilities and two offices. There are two entrances into the provision. One for the ground floor and one that leads to the upstairs facilities. The setting does not have their own outdoor play area so children are taken on walks, visit local parks and other places of interest.

**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 announced inspection was part of our annual inspection programme which took place between April 2022 and March 2023.

Inspection activity started on 10 October 2022. We visited the service on 18 and 25 October 2022.

**What we did before the inspection**

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

Feedback requests were sent to 37 families. 13 responses were received before our first visit to the setting and a further three responses were received before our last visit.

**During the inspection**

We spoke with five members of staff as well as both managers, the cook and the responsible person/owner. Observations were carried out using an observational framework for inspection to help us understand the experience of staff and children.

We reviewed a range of documentation including 28 children's care records, medication records, policies and health and safety information. The files for 11 new members of staff were examined in relation to recruitment and induction and an inspection of all rooms and communal areas was undertaken.

**C1 Is the service safe?****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.

**Systems, processes and practices to safeguard children from abuse.**

There were a number of staff who had not attended the Isle of Man Safeguarding Children's Board training. Management spoke of the difficulties they were experiencing in booking their staff onto the Isle of Man training. As an interim measure to ensure staff were aware of the signs and symptoms of abuse, all staff have completed online Safeguarding children training. As the training refers to UK procedures and agencies, the management have arranged an in-house training session with the staff team to ensure they are aware of Isle of Man procedures and relevant departmental bodies.

Flow charts were prominently displayed throughout the premises showing the procedure to follow if someone had a concern about the welfare of a child and there was a clear reporting system in place which was supported by a detailed policy.

**Staffing ratios and recruitment**

The setting has extended their provision since the last inspection and have employed 11 new members of staff. Examination of their files showed that the provider had carried out all pre-employment checks prior to their respective start dates in order to ensure each was suitable to work with children.

Staffing levels were observed to be safe and exceeded the required adult to child ratios on both inspection days. We were informed it was the nursery's procedure to 'staff to the minimum ratio requirement and add one', which meant having one extra member of staff working with each age group. The two managers were supernumerary on both days of inspection and examination of the attendance records showed that ratios have been consistently maintained and exceeded on other days.

**Assessing risk, safety monitoring and management**

The building was found to be secure and arrangements were in place to ensure no unauthorised persons could access the premises without the staff team being aware. The security of the interior of the setting was maintained as many areas could only be accessed by the use of key fobs.

A variety of risk assessments were in place that covered activities both indoors and outdoors. To ensure all staff were aware of the identified hazards, relevant risk assessments were displayed in each room/area. Evidence showed they were being reviewed on an annual basis as well as when changes occurred. Routine checks on the environment and equipment were up to date. Certificates and records were in place to evidence this.

**Using medicines safely**

Systems were in place for the safe administration of medication. There was an up to date policy in place and all medicines were clearly labelled and being stored safely out of reach of children. Prescribed medication is not accepted unless it is in the original packaging complete

with the prescription label in order to enable staff to verify the medication to be given has been prescribed for the named child. Parents are asked to complete the relevant documentation prior to the administration of any medicines and all medicines given were witnessed by a second member of staff.

In order to meet the children's individual medical needs, members of the staff team have attended appropriate training to ensure they are able to administer specific medicines safely.

### **Preventing and controlling infection**

The premises, equipment and resources were found to be clean and in good condition. There were a number of systems in place to protect all persons at the nursery from the risk of infection. Personal protective equipment (PPE) was available and being used by the staff team and there were colour-coded systems used in regards to the cleaning equipment.

We observed staff encouraging the children to wash their hands throughout both days of inspection. Age appropriate explanations were given to the children in order to develop their awareness and understanding of why the task was important. One staff member was heard telling a small group of young children that washing hands was important because 'it gets rid of germs that make us poorly'.

## 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.

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

There were 26 members of staff employed at the setting. Some worked full time and others were sessional staff that only worked at the setting’s holiday club. Half of the staff team held a relevant childcare qualification, two members of staff were currently working towards gaining a level 3 diploma in childcare and two are due to commence level 2 and level 3 training respectively. One staff member told us she knows ‘the team will help and support’ her to gain her qualification. A number of sessional staff are well experienced in working with school aged children and held qualifications relevant to their positions.

#### **Supporting and developing children’s care and development needs**

The nursery follows the Early Years Foundation Stage curriculum in conjunction with the Possible Lines of Development (PLOD) planning templates. Regular observations were being carried out in order to monitor and assess the children’s developmental progress. The PLOD system was used by the team to record planning ideas for each individual child’s next steps in their development, taking the children’s interests into consideration. There was a balance of adult-led and child-led activities being carried out as well as spontaneous play. One parent commented they liked the way the staff team ‘encouraged learning through play’ and another wrote their child ‘has developed and come along drastically since attending the nursery.’

Each child had a Learning Journal. The journals contained samples of children’s ‘work’, observations and PLOD sheets. One member of staff we spoke to explained in detail how the journals support the team to monitor and assess the children’s developmental progress and learning and highlights when milestones have been achieved. The system in place informs staff when a child may need additional support to meet a developmental milestone.

Observations were recorded and shared with parents on the on-line application used by the setting. Parents are also informed verbally of their child’s day at nursery and their developmental progress and are able to view their child’s Learning Journals should they wish. Parents told us ‘We are kept up to date on progress by using the Family App and also each day on collection’, ‘Little Diamonds use the Family app to keep us updated on what my child has been doing each day as well as bathroom activity and eating, we are also verbally provided with a daily update on collection’.

Due to the nature of the provision, staff working at the holiday club do not carry out regular developmental observations but should a child appear to need additional support, staff would undertake short observations in order to ensure the appropriate steps were implemented.

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

The nursery provides hot meals cooked fresh on-site each day by the nursery cook. There was a four week rolling menu plan that offered a variety of homemade foods such as soup, pasta bakes, casseroles, curry, cottage pie, and vegetable/chicken/meat and fish dishes. As a treat,

once a month, the children enjoy a 'picnic lunch' of sandwiches, crisps, cocktail sausages, cheese rolls, veggie rolls and sausage rolls. Vegan, gluten free, dairy free and egg free options are available to ensure all needs are catered for and drinking water was available to the children. One parent commented about the food, saying it was 'brilliant' and they provided 'varied and healthy lunches and snacks'.

The nursery cook has not been at the setting long and is still getting to know the children but she was aware of all the children's dietary needs. Every morning she visits the playrooms to determine how many children are attending. We were informed this is to ensure the appropriate quantities were cooked and to help minimise waste. Visiting the playrooms has also enabled a relationship to develop between her and the children. When she first started, one child would shout 'dinner' when he saw her but now the children are forming a relationship with her, the same child now shouts 'Julie' when he sees her.

Whilst speaking with the cook, we were able to see her enjoyment and passion for food and she told us she 'wouldn't feed the children something I wouldn't give to my own family.'

Parents of children attending the holiday club are asked to provide a packed lunch for their own child and include an ice-pack in the lunchbox to help ensure foods are being stored safely.

### **Working with other agencies to deliver effective care and support**

We were informed the managers liaise with outside agencies to ensure the individual needs of a child are supported. They also ensure parents are kept informed and are involved with every decision.



## 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**

Although the setting has expanded their service, the atmosphere at both the nursery and holiday club was homely and calm. Staff were observed to be caring, attentive and respectful. We observed relaxed and comfortable interactions between the staff and children and conversations heard between them were natural and easy. Parents said they found the setting to be a 'caring, nurturing and loving place for a child'.

The older children were engaged in a variety of activities and there was age appropriate banter with the team. They were due to go on an outing in the afternoon and was lots of laughter and everyone seemed to be enjoying themselves. Staff at the holiday club said they 'enjoy the interaction with the children', find 'the kids to be funny and great fun to be around' and that they 'love that the children are happy.'

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

Arrangements throughout the setting supported staff in maintaining the children's privacy and dignity. Intimate care routines were carried out in the setting's bathrooms. Doors were in place to ensure privacy and dignity were maintained for children who toilet themselves.

Children were encouraged to make choices about their play and staff were observed promoting the children's independence by involving them in tasks and stepping back when appropriate in order to encourage the children to do things for themselves.

The ground level glass was frosted and decorated with painted images to ensure passing members of the public were unable to see into the playroom used by the children.

All records and documentation was held securely.

## 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**

Prior to their child starting at the setting, parents are asked to provide information in regards to any cultural needs, languages, dietary preferences/requirements and or any medical conditions their child may have. This information had been shared with the staff team to ensure the individual needs of the children were being met. Parents told us regular reviews of information are being carried out to ensure all information is current.

A number of parents commented on how well the team knew the children. One said the staff ‘know my child really well as an individual’ and another told us they ‘nurture and develop [name’s] personality’. During the inspection, we observed staff talking with the children about events/persons familiar to them which showed they knew the children well.

There were resources and displays throughout the setting that reflected equality, diversity and inclusion. One of the registered managers said they felt it was important to ensure all the children and staff felt ‘valued and respected’ and that the children developed an awareness of the world around them.

#### **Responding to children’s individual needs and support children with communication needs**

To support children with communication needs, the setting has recently implemented a system that uses what was described ‘first and then’ picture cards. They enable a child to communicate their needs and wants as well as help support the staff to communicate with the children. We were informed the team had devised some specific cards themselves and that the system was working well.

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

A detailed policy was in place and information on how to make a complaint was clearly outlined. There have been no complaints since the last inspection. Parents said they would feel confident to discuss their concerns with the managers and both registered managers said any concerns or complaints would be taken seriously and used as an opportunity to learn and improve.

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

The nursery have a selection of resources available in order to support children when a significant event occurs such as the death of someone close, parents separating or the arrival of a sibling. One manager explained that they would discuss the situation with the parents and work with them to ensure consistency in approach and that any cultural or religious beliefs were respected.

### 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 management team had a clear vision for the direction of the nursery and outlined their plans. It is their intention to use their own minibus for school pick-ups and provide wider island trips for the children, develop the role of a special educational needs co-ordinator (SENCO) to support the children's individual needs, and complete their refurbishment programme that will include the development of sensory areas for the younger children and an indoor outdoor play area.

Regular team meetings are being held and staff were encouraged to have open discussions and share their ideas and individual experiences and knowledge in order to develop and improve the service being provided.

#### **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 registered managers who worked well together. The responsible person visits the setting frequently and both managers stated they felt supported by them. The arrangements currently in place mean both registered managers are in charge of the nursery at the same time. In order to provide a clear leadership structure, a decision is needed in regards to ensuring one registered manager at a time is responsible for the day to day running of the setting.

It was found that both managers share some of the same tasks. This has resulted in some inconsistencies with record keeping. As the provision has grown and the number of staff and children have increased, it would be beneficial if each manager had their own allocated tasks.

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

Staff said they enjoyed working at the setting and felt involved with the recent changes and refurbishment of the nursery. Parents said they were happy with the service being provided and found the nursery to be 'a fantastic setting and 'welcoming and bright' and they found staff to be 'absolutely amazing and professional', 'a fabulous group', caring and friendly.

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

The registered managers spend time observing and reviewing staff practice. The outcome of the reviews were discussed with staff. Information from accidents and incidents was being assessed and used to improve the service being provided

After clarifying whether it was possible to have on-line documents instead of hard copies, one manager informed us she will look into increasing the use of the on-line application they use in order to improve the sharing of information.

**Working in partnership with parents.**

As well as the use of the on-line application used by the setting, parents are given verbal feedback about what the children have done that day. Feedback received from parents said they were kept well informed about their child's day and they found the team to be approachable and friendly.

**Action we require the provider to take**

Key areas for improvement

- Action is needed to establish a clear leadership structure that identifies who has the ultimate responsibility for the day to day running of the setting.
- Action is needed to ensure record keeping is consistently maintained