

Annual Inspection Report 2022-2023

Gloryland Sunbeams Nursery

Child Day Care Centre

23rd February 2023



DHSC

We carried out this announced inspection on 23rd^t February 2023. The inspection was led by an inspector from the Registration and Inspection team who was supported by a second Inspector from the Registration and Inspection team for the afternoon of the inspection.

Service and service type

Gloryland Sunbeams Nursery is a day care centre. This means that 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

Areas of improvement were identified as a result of this inspection

The setting provides care for children under two years of age. The setting has four main areas which the children use. These areas are decorated in a child friendly way with colourful posters and pictures the children had made.

The children appeared to be happy were able to move around freely in the play areas according to their choice. Children were encouraged to take place in planned activities which on the day of inspection included hand print pictures and chalk board drawing. Interaction between the staff and children appeared natural and positive and was generally child led. Where a child showed signs of distress the child was comforted quickly and appropriately by a staff member. Children were able to go to sleep when they required with two areas being utilised for this. Staff appeared to understand the child's needs, despite their age, and appeared to have a good rapport with the children.

There appeared to be good communication between the setting and parents and parents said they were happy with the services provided for their child.

Feedback received from the families of children attending the nursery was positive.

The following comments are taken from the questionnaires that were sent out to families' pre inspection.

- Staff ... "are definitely open for discussions and never felt dismissed or unheard"
- "We have sent both xxx to the nursery and never had any real issues. Both of them seem to have created a special rapport with some of the staff and seem to be looked after extremely well."

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

About the service

Gloryland Sunbeams Nursery is located in The Rechabite Hall in Allan Street Douglas. The building is set out all on one level and consists of four main areas for use with the children and several smaller areas including a baby changing area, toilets, some storage an office and the reception area.

The areas the children use include a large child friendly play area, encompassing a quiet area which can be used for children to sleep in, and several areas set out with play equipment for free-play. A dining room and kitchen area where breakfast and lunch is served and eaten. A quiet sleep room with several cots in it which is staffed when in use and a small outside play area which is fenced and gated at the front of the building.

They are registered to care for no more than 21 (twenty one) children in total aged from birth to 2 (two) years of age.

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 7th February 2023. We visited the location's office/service on 23rd 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), supporting documents, family questionnaires, 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.

We undertook a visual inspection of all rooms and the various different areas of the nursery. Several staff members from the nursery were individually spoken to whilst they were undertaking their duties. We also spoke to one of the registered managers and one of the directors of the nursery.

A range of documents were examined including children's personal records, daily diaries and 'Learning Journals' Staff records, including training records and certificates, staff supervision and evaluation meeting notes, annual appraisal records staff meeting minutes and induction records

Document relating to the management of the service were also examined including policies, risk assessments, intimate care records, safeguarding procedures, cleaning records and any Incident reports

After the inspection

Verbal feedback was given to the registered manager.

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 require improvements in this area.

This service was found to be safe.

Systems, processes and practices to safeguard children from abuse.

The setting had safeguarding policy and procedures in place and staff who were spoken regarding these displayed an understanding of the processes involved. There is also an intimate care policy in place and records were seen regarding these. The records only had the initials of the staff undertaking the task, these need to show the full name or the use of a key to indicate full names on the document. Spot checks were also carried out by the registered manager regarding intimate care and records for these were provided and checked. The registered manager also explained the process for these checks which are done to protect the children whilst maintaining their privacy and dignity.

There was safeguarding information on display which needed some small updates and amendments, and some of the information in the policies needed updating; these were pointed out to the registered Manager. The training matrix indicated that all staff had completed the Isle of Man level 2 safeguarding training. Four staff hold a Level 2 food safety qualification. Additional safeguarding information sharing /training is also carried in house during staff meetings. The nursery had designated safeguarding lead.

Staffing ratios and recruitment

Pre-employment checks are in place and documents were seen for the two staff recently recruited. Records were seen for the two new staff who had completed /were undergoing Induction, this needs to be completed during the first six weeks; during this six weeks they are also observed by the manager and at the end of the six weeks an evaluation meeting is undertaken with a questionnaire being completed. The records of the evaluation meetings were examined for the recently employed staff.

Staffing ratios met the required adult to child which is 1:3 for this age group. During the inspection this 1:3 ratio was maintained even when staff had to attend to tasks elsewhere such as making up bottles and changing children. There were 12 (twelve) children in on the day of inspection, plus one baby who was undergoing the transition to nursery who was present from 11am onwards. There were four staff on duty alongside the registered manager, one of the directors was present in a super-numary capacity but they did provide cover for breaks as required. Staff rotas seen indicated that this was the normal ratio. Unqualified staff were not left to work without a qualified staff member.

Assessing risk, safety monitoring and management

The risk assessment policy was seen and checked for review dates to show they were reviewed annually. Staff said they were involved with the risk assessments and appeared aware of the processes involved.

The equipment and toys were checked for compliance with safety standards, maintenance and cleanliness, there were no broken toys in use and the ones in use were clean and had the required safety marks on them.

The access to the premises are via a secure locked door and staff are the ones who allow access. There was a visitors' book in use and ID's were checked. During the day we witnessed a drop off and it was observed that the parent and child was welcomed in and a handover

between the parent and nursery was facilitated. Access was only gained when a staff member was in attendance.

Staff sign in and out of the building if they leave during the day. The area had a children's register with the child's full name in place, but it didn't include the DOB of the children.

The confidentiality policy was seen, it was in date and reviewed; children's records were stored securely in a locked cabinet.

On inspection of the premises various temperature checks were done, all areas were above the required temperature of 20C apart from the back corridor to the changing area which was 19C.

Using medicines safely

There was a medication policy in place which had been reviewed in August 2022. The children's files also had permission in place to administer medications and these were signed and dated by the parent, they also contact the parent before administering any generic medication.

Only certain staff can administer medication and they have undertaken training regarding this, the certificates were seen for these staff and there is a list of these staff on the notice board. All medication administered is recorded and the records of these were checked.

Preventing and controlling infection

There were several procedures in place to prevent the risk of infection including the observed use of PPE, gloves and aprons, during nappy changes. Nappy creams and lotions are individually named to prevent cross contamination and the use of the same is clearly indicated on a chart. PPE is also used whilst serving lunches. The children were observed washing their hands in a bowl with a cloth before eating. All lunch boxes were named and had individual icepacks in them. Four staff have Level 2 in Food Safety and five staff have allergy awareness and epi-pen training for which certificates were seen. Fridge temperatures were checked and recorded and there was information about allergens on display.

Cleaning schedules were in place and were displayed, each area was cleaned down after use and the children's areas appeared to be clean and well maintained.

There were some areas such as the staff toilets and kitchen area where paint work looked tired and chipped and one of the dining room tables surface was worn. The high chairs were cleaned after use but some straps were ingrained and dirty looking. The changing area and mats were clean, well-lit and ventilated.

Cleaning materials were kept in a locked COSHH cupboard.

Action we require the provider to take

Key areas for improvement:

- Intimate care records need to show the full name of the staff undertaking the task.
- Straps on highchairs need a deep clean to remove ingrained dirt.
- Refresh tired communal areas as required.

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 effective care and support

There are five qualified staff with appropriate childcare qualifications and one working towards their level 3 in childcare. There are also four non-qualified staff. The staff training matrix showed staff had undertaken mandatory training including safeguarding children, first aid, fire safety, and where necessary level 2 food safety, asthma and epi-pen training. There are regular CPD sessions during staff meetings. New staff undertake an induction programme. Regular 1-2-1 evaluations (supervisions) and annual appraisals take place, records are in staff files and were examined during the inspection. Staff spoken to said that they felt supported and listened to, they also said they enjoyed their work and it was felt that there was a high level of morale.

Supporting and developing children’s care and development needs

Staff use the Birth to 5 matters and EYFS (early year’s foundation stages) to develop and plan the activities for the children. Staff were involved in planning activities for the children and appeared to work well together. During the inspection the children did hand painting and chalk board drawing as well as self-initiated play using the equipment available.

There was plenty of opportunity for free play observed during the day.

Each child had a ‘Learning Journal’ where key events and targets were highlighted. These were used to identify any areas of concern regarding delays in development and allowed them to address concerns with parents where necessary. Photographs, artwork and staff observations were also recorded including examples of the child’s development. Assessment against targets are carried out 6 monthly.

Parents receive information about their child’s day during pickup, the use of a daily diary is used to record information about the child such as nappy use, feeding, sleep. These were observed during the inspection.

Supporting a balanced diet

Parents are expected to provide a lunch and snacks for their child they are in named bags and contain ice packs, they are stored in the kitchen until needed and tend to contain fruit and other finger type foods which don’t need heating.

Meal times didn’t appear rushed and all children seemed to be enjoying their food.

Meals are eaten in highchairs which are cleaned before and after use, there are two different types of highchair which were used according to the suitability to the child. Children who still have milk are provided with this as required.

Working with other agencies to deliver effective care and support

Due to the age of the children there is limited need to involve other agencies but the nursery is aware of the process should this be required.

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

During the inspection we spent time in the main play areas and observed the interactions with the children. Interactions between the staff and the children were age appropriate, caring, relaxed and positive. Staff comforted the children where required. One child was 'out of sorts' on the day of the inspection and extra attention was given to them whilst still ensuring the needs of the group were met.

Children were allowed a free choices of where and what they wanted to play with.

All the children seemed happy to be there, there were lots of smiles and positive happy interaction between the children observed.

Maintaining children's dignity, privacy and promoting independence

Due to the age of the children they were all still in nappies. The changing area is private, clean, well lit, ventilated and of an appropriate warm temperature. The area was used singly according to the intimate care policy. Clear lists of each child's requirements re creams and sizes were posted on the wall. Each nappy change was signed by the staff undertaking the task.

Confidential information regarding the children was kept in a locked filing cabinet.

Staff were observed encouraging the children to feed themselves where appropriate and the children were observed undertaking free play independently.

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 the child starting at the nursery parent are required to complete a child information pack. This provides information about the child’s needs including cultural, behavioural and social needs (All about me). It indicates the child’s first language alongside any others spoken. Dietary preferences and medical information is also highlighted alongside the likes and dislikes of the child.

A keyworker system is in place which allows the staff to get to know the child in order to better meet and understand their individual needs

Activities were tailored to meet the child’s age and abilities.

During the inspection it was noted that children’s individual routines were accounted for; some children had a nap in the midmorning some at lunchtime and others mid-afternoon. Some children still had milk bottles whereas others had cups, the staff knew the children and where able to meet their needs individually.

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

The complaints procedure was on display for the parents to see and it was also included in the parent pack that the parents get when they register their child with the nursery.

Parents indicated that they knew the complaint process but hadn’t needed to use it.

Supporting children when dealing with significant events

The registered manager explained that they would work with the parents to decide what the best course of action is. The age of the child will impact on how they offer support too.

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 some 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 statement of purpose sets out the vision of the nursery and staff were aware of this. The conversations with staff reflected that they felt it was an environment in which they could ask questions and be listened too. The staff were involved in the planning of activities for the children in their care but were flexible in these if required. Staff said they felt supported and were encouraged to make decisions regarding the children based on the information the parents supplied.

Information gathered from the parents was used to inform the ongoing needs of the child and promoted a person centred approach. The use of the daily diary was found to be beneficial.

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

There is a clear management structure in place and both the registered managers are fully involved in the running of the nursery. Staff are aware that each registered manager is responsible for the nursery whilst they are on duty so there was no confusion regarding the duplicate role.

There was an identified need for the management structure documents to include the business contact details, email address and phone numbers, for the designated officials within the staffing structure framework.

The statement of purpose also needed several minor amendments made where changes had taken place, but these were completed during the inspection.

There was also some paperwork which had the wrong 'name' headings and so it looked like the that the documents were related to the Gloryland preschool rather than Gloryland Sunbeams; as they are two separately registered services they need to have completely separate and individually identifiable paper work for each registered service.

There were regular staff meetings which were recorded. Staff also confirmed this during discussions. Staff were supported via supervisions, 1-2-1 evaluations and annual appraisals. Records were seen for all of these.

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

Parent complete a record of information (This is me) for their child prior to them starting at the nursery, this is updated whenever things change or when parents give additional information. Parents were also updated of their child's daily progress during collection by the use of the daily diary.

There is also a Facebook Group where photos of the children going about their daily activities are posted. This is updated regularly.

The questionnaire responses indicate that parents feel engaged and involved with the service provided for their child.

Continuous learning, improvement, innovation and ensuring sustainability.

Staff records showed that staff were undertaking training as required. Induction records were seen and staff said they are supported to develop, this is discussed during their supervisions for which records were seen. There is a CPD plan in place for staff showing plans for development during the year, this was seen by the inspectors.

Informal training /information sharing takes place during staff meetings and discussion take place around incident which may have occurred to ensure that learning takes place to prevent repeat incidents. Staff meeting minutes were seen which indicated these discussions.

Working in partnership with parents.

The staff are always available to speak with parents and conversations with parents occur during drop off and collection. The parents are kept informed of the progress of their children via the daily diary and the learning journals. Facebook is also used to keep parents informed about activities during the day

Parental feedback indicated that they felt they had a good relationship with the service.

Action we require the provider to take

Key areas for improvement

- All documents used need to be individually identifiable as belonging to the registered service to which it relates.
- The business contact details for the designated officials, responsible person and registered manager, must be included on the staffing structure documents and made available for parents.