



Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Child Day Care Centre

Tiddleywinks Nursery

Desk-top inspection

Undertaken: 4 August 2021

Unannounced Premises Inspection

Undertaken: 26 October 2021

*Registration and Inspection Team,
Ground Floor, St George's Court,
Hill Street, Douglas, Isle of Man, IM1 1EF.*

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Part 1 - Service Information for Registered Service

Name of Service:

Tiddlewinks Nursery

Telephone No:

01624 835011

07624 472352

Care Service Number:

ROCA/P/0175A

Conditions of Registration:

The registered person must not look after more than fifteen (15) children in total aged 2-5 years.

Registered company name:

Sandra Kennaugh

Name of Responsible Person:

Sandra Kennaugh

Name of Registered Manager:

Sandra Kennaugh

Manager Registration number:

ROCA/M/0083

Date of latest registration certificate:

30 October 2019

Date of any additional regulatory action in the last inspection year (ie improvement measures or additional monitoring):

27 November 2020 (Monitoring visit)

Date of previous inspection:

12 October 2020

Person in charge at the time of the inspection:

Sandra Kennaugh

Name of Inspector(s):

Becci Réa and Jenny Percival

Part 2 - Descriptors of Performance against Standards

Inspection reports will describe how a service has performed in each of the standards inspected. Compliance statements by inspectors will follow the framework as set out below.

Compliant

Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. In most situations this will result in an area of good practice being identified and comment being made.

Substantially compliant

Arrangements for compliance were demonstrated during the inspection yet some criteria were not yet in place. In most situations this will result in a requirement being made.

Partially compliant

Compliance could not be demonstrated by the date of the inspection. Appropriate systems for regular monitoring, review and revision were not yet in place. However, the service could demonstrate acknowledgement of this and a convincing plan for full compliance. In most situations this will result in requirements being made.

Non-compliant

Compliance could not be demonstrated by the date of the inspection. This will result in a requirement being made.

Not assessed

Assessment could not be carried out during the inspection due to certain factors not being available.

Recommendations based on best practice, relevant research or recognised sources may be made by the inspector. They promote current good practice and when adopted by the registered person will serve to enhance quality and service delivery.

Part 3 - Inspection information

The Inspection report is based on the information provided as part of the pre inspection desk top analysis and the findings of the inspection visit.

The purpose of this inspection is to check the service against the service specific minimum standards – Section 37 of The Regulation of Care Act 2013 and The Regulation of Care (Care Services) Regulations 2013 part 3, regulation 9.

Inspections concentrate on specific areas on a rotational basis and for most services are unannounced.

The inspector is looking to ensure that the service is well led, effective and safe.

Summary from the last inspection**Number of requirements from last inspection:**

Five

Number met:

Five

Number not met:

Not applicable

All requirements not met will be addressed within this inspection report

Please note that any requirement carried forward for three consecutive inspections will lead to the service being served an improvement notice.

Part 4 - Inspection Outcomes, Evidence and Requirements

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 1 – Suitable Person

1.7 - The registered person must carry out enquiries to establish the qualifications, experience and overall suitability of the staff they employ. Robust recruitment and selection processes and procedures must be in place which meets the requirements of employment legislation. This must include:

- Social Services suitability check.
- Social Services 'out of area check' (if the prospective employee has been off island for anytime in the last 5 years, including study, the local Social Services department needs to be contacted to ensure suitability).
- Medical opinion.
- Two references.
- DBS (or evidence that on-line service checked if portability is in place).

Our Decision:

Not assessed

Reasons for our decision:

There were no new members of staff at the setting. This meant the staff files were not checked during this inspection as the records for the existing staff members had been checked at previous inspections.

Evidence Source:

Observation		Records		Feedback		Discussion	✓
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Requirements:

Not applicable

Recommendations:

Not applicable

Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9) Standard 2 – Organisation

2.12 - Where there are more than 20 children in attendance the registered manager, or other designated person in charge on that day will be considered supernumerary to the above staffing ratios

Our Decision:

Not applicable

Reasons for our decision:

The setting is registered to care for a total of 15 children which means there is no requirement for the manager to be supernumerary.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.2 - The premises must be clean, well lit, usually with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.

Our Decision:

Compliant

Reasons for our decision:

The premises were found to be well lit and in a suitable state of repair and decoration. The manager informed the inspectors that she is currently in the process of re-decorating the setting.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.8 - Rooms must be maintained at a minimum of 18°C. Where children are less active the temperature of the environment must be regulated accordingly.

Our Decision:

Compliant

Reasons for our decision:

The temperature of the rooms was taken during the premises inspection and found to be above the minimum requirement.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.14 – There must be a minimum of one toilet and one wash hand basin with hot and cold water availability for every 8 children over the age of two years. (This standard may be adjusted when looking after children with special needs who do not require these facilities – see standard 10). Urinals are installed as necessary.

Our Decision:

Compliant

Reasons for our decision:

There were two toilets and hand basins for the children to use. All were observed to be clean and in good condition. The hand basins had hot and cold water and liquid soap and paper towels were provided for the children to use.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.25 – Arrangements are made, as appropriate, to ensure that an adequate supply of clean bedding, towels, spare clothes etc. are always available.

Our Decision:

Compliant

Reasons for our decision:

There were adequate arrangements in place to ensure there were clean supplies of the items required by the children using the setting.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.2 – The registered person must undertake a written risk assessment of the premises and activities (including staffing levels) this is reviewed if there is a significant change or if the registered person suspects that it is no longer valid. An action plan with timescales identifies action to be taken to minimise identified risks.

Our Decision:

Substantially compliant

Reasons for our decision:

A number of risk assessments were submitted as part of the desktop inspection. The content of the assessments was discussed with the manager as they need to be reviewed to ensure all risks have been clearly identified and that all controls or actions taken to minimise the identified risks are clearly explained.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.4 - Children must not be exposed to water temperatures above 43°C.

Our Decision:

Compliant

Reasons for our decision:

The temperatures of the hot water used by the children were checked and found to be within the required range.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.5 – The surface temperature of radiators and pipes which are accessible to children must not exceed 43°C.

Our Decision:

Compliant

Reasons for our decision:

The temperatures of the radiators at the setting were found to be below 43°C and all pipes had been made inaccessible to the children.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.16 - People, including parents, must not be allowed to have free open access into the building/facility.

Our Decision:

Compliant

Reasons for our decision:

Upon arrival at the setting, the inspectors were able to confirm the entrance door to the nursery was secure and could only be opened by members of the staff team.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 7– Health**

7.1 – The premises and equipment must be clean. Toys and play resources must be cleaned regularly and thoroughly.

Our Decision:

Compliant

Reasons for our decision:

The playrooms and children’s toilets were observed to be clean as was the equipment and resources available for the children to use. The inspectors were informed that everything is cleaned on daily and given thorough clean twice a week.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.2 - Individual records of each child must contain:

- Their full name and address.
- Their date of birth.
- Their photograph.
- Contacts in the case of an emergency.
- GP contact.
- Authorisation for outings and travel in vehicles and other appropriate permissions and parental consents.
- Details of who will collect the child, including photographs where appropriate.
- Known medical conditions (including allergies).
- Dietary requirements and preferences.
- Any social, emotional and/or behavioural needs.
- First language/any additional languages spoken.
- Any other cultural needs.
- Permission to seek emergency medical advice and treatment.

Our Decision:

Substantially compliant

Reasons for our decision:

As part of the desktop inspection, a blank template of the forms given to parents to complete prior to their child starting at the nursery was submitted and the wording on the authorisation form needs amending to ensure the parents are clearly giving permission for their own child and that the nursery is only requesting permission to seek emergency treatment; not administer.

As a hard copy of the document is given to the parents to complete, consideration should be given to the spacing/format for some of the questions asked. Currently one question includes five separate subjects and the spacing for parents to answer is very small. This may limit the information provided and does not invite parents to share all information.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

One

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.4 – The registered person must have public liability insurance for the provision. The insurance must cover any circumstances of a child/children suffering harm whilst being looked after at the service, and will include allegations being made against a member of staff.

Our Decision:

Compliant

Reasons for our decision:

A copy of the setting's public liability insurance certificate was seen during the premises inspection. The document confirmed the appropriate insurance was in place.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.15 – The setting has a Complaints Policy

Our Decision:

Compliant

Reasons for our decision:

The setting had two Complaints policies in place. One for parents and one for staff members. Both policies included a procedure to follow should a complaint be made.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**
14.15 – The setting has an Equal Opportunities policy

Our Decision:

Substantially compliant

Reasons for our decision:

A copy of the setting's policy was submitted as part of the desktop inspection. The document did not contain a procedure that outlined how equal opportunities would be implemented and maintained for staff and children.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**
14.15 - The setting has a Health and Safety policy

Our Decision:

Substantially compliant

Reasons for our decision:

The nursery submitted a copy of their policy as part of the desktop inspection. More information is required as the document did not outline the employer's or employee's responsibilities and this was discussed with the manager.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.15 - The setting has a Caring for Under Two's Policy (including induction process and parental agreements for children socialising with children in the two to three year age group).

Our Decision:

Not assessed

Reasons for our decision:

The setting does not care for children under the age of two years, therefore this criteria was not assessed.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
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Requirements:

Not applicable

Recommendations:

Not applicable

Other areas identified during this inspection /or previous requirements which have not been met.**Standard 7.6**

Whilst checking the children's records, a completed administration medication form was seen. The form used does not contain all the required information such of confirmation that first dose has been given or reason for over the counter medicines being given and this was discussed with the manager.

Standard 6.9

During the desktop inspection documentation was submitted that showed the portable appliance test (PAT) was due in February 2021. During the premises inspection, evidence was seen that showed this had not been undertaken.

Standard 2.6

At the time of the inspection, the setting was operating a holiday club for school aged children and it was observed that the children were not being accommodated in separate rooms.

Standard 4.22

During the premises inspection, concerns were raised in regards to the condition of some areas of the kitchen. One of the cupboard doors was not attached properly and the inside of the cupboard was observed to be dirty. Examination of the sink's plug-hole showed it needed cleaning.

Standard 10.2

During the premises inspection discussion was had with the manager in regards to ensuring the arrangements in place met this criteria. The service must ensure that when they are considering providing a service to children with additional needs that they risk assess around the staffing levels required and this is recorded and available as evidence at inspection.

Standard 14

It was found that names were not being written in full. For example, on the nappy changing record only the staff member's first name was recorded and on a document showing who had parental permission in place for photographs to be placed on a social media site, only the child's first name had been recorded. To ensure record keeping is accurate and robust, full names need to be recorded.

Standard 14.6

Staff record of attendance was not an accurate record as it did not contain the full names of the staff team.

A feedback poster was sent to the setting in order to share with the parents of the children attending the pre-school to enable them to provide feedback if they wished. No feedback was received.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

Seven

Recommendations:

None

The inspector would like to thank the management, staff and service users for their co-operation with this inspection.

If you would like to discuss any of the issues mentioned in this report or have identified any inaccuracies, please do not hesitate to contact the Registration and Inspection Team.

Inspector: Becci Réa

Date: 28 October 2021

Provider's Response

From: Sandra Kennaugh

I / we have read the inspection report for the inspection carried out on **26 October 2021** at the establishment known as **Tiddleywinks Nursery**, and confirm that there are no factual inaccuracies in this report.

I/we agree to comply with the requirements/recommendations within the timescales as stated in this report.

Or

I/we am/are unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s)

Signed Responsible Person Sandra Kennaugh
Date 26/11/21.

Signed Registered Manager Sandra Kennaugh
Date 26/11/21