

Annual Inspection Report 2022-2023

GRASSHOPPERS NURSERY

Child Day Care Centre

20 January 2023



Isle of Man
Government
Kelleys Eilan Vannin

DHSC

We carried out this announced inspection on 20 January 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

The setting has provided varied methods of communicating and providing information to the parents. There was a 'communication board' in the entrance hall with daily updates, 'parents' evenings', the 'Family App', children's 'Learning Journals' and the introduction of 'Newsletters'.

The staff work as part of a 'team', with each understanding their roles and responsibilities. The staff that I spoke to were all happy and enjoyed working at the nursery. Some of their comments were; 'lovely atmosphere', 'part of a team', 'love it – close team', 'can try new changes and ideas'.

Identifying new systems to enable the service to connect with children and families. For example the introduction of 'newsletters' and 'Barney Bear' (who the children take turns to take home on an adventure).

The following are comments from parents

- It seems well structured and organised. Lots of information is shared with parents via the app – both official and about the learning opportunities the children have. This is done by all staff. It seems a lovely, positive environment.
- Very inclusive mixing different age groups, support children to interact and learn skills in a way that supports their development, they do lots outside which is really good. It makes me happy that my child gets excited to go each day.
- Happy environment for the kids. Encouraging exploring, variety of toys/games/activities. My child loves when dramatots come in. Lots of outdoor play. Staff are friendly, approachable and great with the kids.
- Lots of fun indoor activities each day, outdoor time most days, artwork to bring home regularly.

Requirements from the previous inspection had been actioned

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

Inspection activity started on 9 January 2023. We visited the location's office/service on 20 January 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 feedback questionnaires were sent.

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.

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 any 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. We were informed that there had not been any concerns.

From the information provided, all of the staff had completed the Isle of Man Level 2 Safeguarding Training.

Staffing ratios and recruitment

There were sufficient suitably qualified staff employed at the setting.

The service had a recruitment process that included gathering pre-employment information prior to the commencement of employment. This included references, medical, suitability checks and DBS (disclosure and barring service).

The checklist for staff employed since the last inspection were checked. All information was recorded appropriately.

Assessing risk, safety monitoring and management

There were written 'risk assessments', undertaken that included the premises, activities both indoor and outdoor. Also for outings. The 'fire risk assessment' needs some further information.

The entry door into the building was unlocked to enable parents to enter into the entrance hall, but the inner door into the areas occupied by the children was locked. This ensured that children could not exit unsupervised and unauthorised persons could not enter without permission.

Using medicines safely

Medication was labelled with the child's name, placed in a box in a cupboard out of the reach of children.

The nursery had a policy for the safe storage and administration of medication.

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 were clean and there was a policy regarding cleaning. There was a written checklist for the staff to follow on a daily basis.

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. The premises were clean and we observed the staff cleaning surfaces and floors after the lunch period. One of the walls and skirting boards in the playroom would benefit from redecoration.

Action we require the provider to take

Key areas for improvement:

- Fire Risk Assessment requires more information

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. Information provided 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 year’s foundation stages), a system for monitoring and recording children’s learning milestones. Each child had a ‘Learning Journey’ that included; photographs, artwork, observations by the staff.

Supporting a balanced diet

The service provided hot meals. These were prepared in the adjacent building and transported to the nursery. The daily menu was written and placed on the nursery entrance door for parents to view.

The manger stated that the service was flexible with the lunchtime. Children were encouraged to finish their meal without being rushed.

Working with other agencies to deliver effective care and support

We were told that the nursery works with other agencies when required to ensure that the team can best meet the needs of the individual child.

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 the team interacting in a positive and caring manner. Parents were greeted at the door when children arrived in the morning and were spoke to in a friendly and respectful manner. Exchange of information took place with some parents and children appeared happy to go into play. One parent spoke to me on the inspection day and told me that she was very happy with the care the children receive and that all the staff were great.

Children were supported through play, the interaction between both was child led. Children were observed to play alongside each other and move between activities freely. Children's behaviour was managed positively with praise and words of encouragement.

There was a board on the wall for 'Barney Bear's' adventures. We were told that the nursery had a teddy bear named Barney, and that the children took turns to take Barney home and parent's wrote in a notebook of the adventures he had with their child.

Maintaining children's dignity, privacy and promoting independence

Toilets and wash hand facilities were located next to the playroom. There were individual toilets with doors to provide privacy. The nappy changing area was located in a separate room next to the toilets. The staff maintained a record of when a child had a nappy change and also when the area was cleaned.

Children were encouraged to use the toilet when they needed and to wash their hands.

The playrooms were set up with activities that enabled the children to choose what they wanted to play with. They could move from one activity to another when they wanted.

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 the notice board in the porch along with the policies and procedures of the service.

Supporting children when dealing with significant events

We spoke to the manager regarding supporting children through significant events in their life. We were told they would discuss any situations or changes with the parents and help to provide support.

Resources would be used, for example reading a book to the children about being a big brother or sister. Role play activities and discussing the potential and actual arrival of a new baby.

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 require 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.

By ensuring that the service had gathered information about the child prior to the start date, the setting can ensure they are prepared to meet that child's individual needs.

Children's individual development was recorded on the Family app and shared only with the child's parents.

Each child also had a 'Learning Journal' which contained; photos of the child, drawings, short observations, and a progress chart to show the child's development alongside the EYFS (early year's foundation stages).

The staff were involved in 'planning' children's activities, which could be adapted if circumstances changed.

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

Through discussion we were satisfied that the manager and staff were aware of their roles and responsibilities within the service provided.

There was an 'induction programme' for new staff to ensure that they were aware of how the service operated. The record kept required further detail to establish dates when specific areas had been completed and the manager was satisfied with competency.

Records showed that the manager was completing supervision (one to one) with individual staff to provide guidance and times for discussion regarding their work performance. A discussion took place regarding the frequency of the supervisions and it was agreed that the staff would benefit from more individual sessions.

Team meetings had an agenda and written minutes confirming who attended and areas of discussion.

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

Prior to a child starting at the nursery, parents were requested to complete information regarding the needs of the children.

The setting uses the 'Family app', which is a system that enables the staff to provide information to parents quickly and daily. This includes photographs, observations that the staff have completed to record the child's developmental stages. The system allows parents to send messages back directly to the staff.

Working in partnership with parents.

Parents were providing information about the child prior to the start date. The setting was providing continual information to the parents in regard to their child's progress via the Family app or verbally when the child was collected.

Each child also had a folder in the entrance hall where their artwork was placed and parents could take home.

Parent's evenings had taken place so the team could engage with parents. One parent stated; 'The nursery hold a parents evening for you to attend and chat about progress. They have their learning journey books available for you to look at during this meeting time. They used to do it on an app – but the parents evening is more personal. If you are unable to attend the parents evening, they send the learning journey book home for you to look at if you'd like to. The staff also keep us up-to date informally at the end of the day if there is anything important/nice to share'.

Another parent has said 'It would be nice to see more info even through the app of your child's individual progress or more parent's evenings as that was really insightful'.

Newsletters had recently been introduced to ensure that the service was providing information across to parents in various ways.

An Information Board for parents was in the entrance hall. This was updated daily to inform parents of what children had been doing.

Parental feedback confirmed that they had received information in all of the above forms.

Action we require the provider to take

Key areas for improvement

- Staff to receive more individual supervision sessions