

Annual Inspection Report 2022-2023

Little Cherubs Kindergarten

Child Day Care Centre

8 August 2022



DHSC

We carried out this announced inspection on 8 August 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Little Cherubs Kindergarten 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 no 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. Staff were positive about working at the setting and said they felt supported by the management team. Parents said they found the staff to be approachable, easy to talk to and friendly.

Children appeared happy and settled at the kindergarten. The management team worked well together and the service was well-led. All documentation was found to be up to date and well organised.

Care of the environment was being promoted and the kindergarten were actively recycling and reusing materials. Plastic resources have been replaced with natural materials and the environment was being changed to encourage a more calm and reflective atmosphere.

The feedback received from the families of children attending the kindergarten was positive.

- 'The staff are wonderful and we know **** is in safe hands.'
- 'The staff are always so welcoming.'
- 'All the staff are very open and easy to talk to and receptive to our input.'
- 'All the staff at Little Cherubs are so lovely and approachable and if I have ever needed to speak with them about anything they have be very accommodating, helpful and always make time etc to listen to anything I have needed to talk to them about.'
- 'It's a cosy setting and they have done an excellent job with the space they have. There is ample space for the children to play, do crafts, explore, relax and that is both for babies and over 2s.'

- 'The nursery has a lovely family like feeling to it.'
- 'Our child is constantly being exposed to new things to learn and they really push being outdoors regularly which we like as our child loves being outside.'
- 'I feel Little Cherubs is great at accommodating each individual child's needs and the regular updates via the Family app has been great and allowed me to feel comfortable returning to work knowing my **** is well cared for, reaching milestones and having fun.'
- 'I feel they do a fabulous job andenjoy it each and every time.'
- 'Our child absolutely loves Little Cherubs'
- 'The food is fresh and tasty.'
- 'It's a little nursery which is run like a family. Every member of staff knows the children and family members. It's a great nursery and my eldest even asks to go at the weekends.'
- 'Nothing is too much for anyone at Little Cherubs.'
- 'I definitely feel like the staff are approachable and always are very understanding. All staff members are lovely and easy to talk to.'

There were some points raised in the received feedback that have been discussed with the management team, who stated they would review present practice 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 Cherubs Kindergarten is located in Union Mills. They are registered to care for 29 children aged 0 and above.

The kindergarten is set over two floors and has three playrooms, a log cabin, toilets, a kitchen, an office and a well-equipped outdoor play area. The pre-school aged children are cared for upstairs and the younger children have use of two activity rooms on the ground floor. The children also have use of a log cabin built on the grounds of the setting. The kindergarten provides hot meals for the children that are cooked on-site every day.

Registered manager status

The service should have 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 27 July 2022. We visited the service on 8 August 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 was sourced via email from 25 families who use the service. Seven responses were received.

During the inspection

We spoke with six members of staff including the operations manager, cook and the acting manager. 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 seven children's care records, medication records, three policies, health and safety information and monthly audits. The files for two new members of staff were examined in relation to recruitment and induction. An inspection of all rooms and the outdoor play area was undertaken.

After the inspection

Further feedback was received from two families and the comments were positive

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.

All staff at the setting had attending level 2 safeguarding children training and there was an up to date policy/procedure in place to support them should they have a concern about a child in their care. Supporting documentation was available for staff to use to record and report their concerns. The acting manager is the setting's designated safeguarding lead.

A number of systems were in place to safeguard the children attending. Management carry out spot checks during intimate care routines and on staff who are working on their own. Staff take turns carrying out intimate care tasks and a second member of staff was always in close proximity. The staff team were not permitted to have access to their mobile phones or wear devices such as smart watches whilst they are working with the children.

Staffing ratios and recruitment

Staffing levels were observed to be safe and exceeded the required adult to child ratios. As well as the acting manager, operations manager and cook, there were six members of staff caring for 14 pre-school aged children and five children under the age of two years. Examination of attendance records showed that ratios have been consistently maintained on other days.

There were two members of staff who had commenced their employment at the setting since the last inspection. 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.

Assessing risk, safety monitoring and management

The building and grounds were found to be secure and arrangements were in place to ensure no unauthorised persons could access the premises.

Monthly audits were being undertaken and any evidence was seen to show what steps were taken in regards to any issues found. Risk assessments were in place and were being reviewed on an annual basis as well as when a change occurred. Routine checks on the environment and equipment were up to date. Certificates and records were in place to evidence this.

Using medicines safely

Safe systems were in place for the administration of medication. There was an up to date policy in place and all medicines were clearly labelled and 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 verify the medication to be given has been prescribed for the named child.

Parents are asked to complete the relevant documentation prior to the kindergarten staff administering any medicines. The record states the dose and times to be given, the reason the

medicine is needed and confirms that there have been no reactions to the medication as the first dose has already been administered. The staff member administering the medication records when this has been done and the person collecting the child is informed. Parents are also informed via the on-line application and the system enables them to acknowledge being informed. It is the kindergarten's procedure that only management administer medication.

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

Preventing and controlling infection

The premises were found to be clean and well maintained and a number of parents commented on the cleanliness of the setting. There were a number of systems in place to protect all persons at the kindergarten 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 the kitchen and in regards to the cleaning equipment.

Children were encouraged to wash their hands throughout the day and one parent commented that the kindergarten's 'toilet and nappy hygiene is excellent' and their children are 'religious with washing their hands after the potty or toilet.'

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

All staff at the kindergarten hold a level 3 qualification in childcare. This meant the children were being cared for by a staff team that had the relevant qualifications, knowledge and experience to support and care for them as well as promote their development and learning.

All mandatory training was up to date. The setting had a curriculum co-ordinator who, with the management team, has sourced additional training for the staff in order to progress their continuous professional development.

Supporting and developing children’s care and development needs

The setting has introduced the In the Moment planning approach for the younger children. The play was spontaneous and led by the child. A staff member spoken to said they could ‘see the benefits to the children’ and that ‘by enabling the children to follow their interests’ the approach was ‘enhancing their learning and experience.’

Other areas of the kindergarten are currently following the Early Years Foundation Stage curriculum with a focus on including children’s interests and choices in the planning as they are currently developing the idea of implementing the In the Moment approach for all ages.

Observations were being carried out in order to assess the children’s developmental progress. There was a special educational needs co-ordinator at the setting who is able to provide the staff team with strategies and support in order to meet the needs of a child who may not be meeting developmental milestones within the expected age range.

Observations were recorded and shared with the parents on the application used by the setting. Parents commented on being kept up to date with their child’s progress. One parent wrote ‘we are informed about our child’s care and developmental progress through the Family app which is regularly updated to highlight to us anything that our child has been achieving.’

Supporting a balanced diet

There was a cook at the setting and the children are provided with breakfast, lunch and snacks that are prepared and cooked fresh every day. There was a fortnightly rolling menu in place that offered a variety of foods such as fruit, pasta, curry, meat and chicken dishes and vegetables. The menu is updated every three months and shared with the parents. Drinking water was readily available to the children. Parents can also choose to provide their child with a packed lunch.

The kindergarten’s cook knew all the children and was aware of each child’s individual dietary needs and preferences. When a child with a dietary requirement starts at the setting, she meets with the parents to discuss their child’s requirements and to ensure they are happy with

the meals planned and the ingredients used. The parents are consulted when the menu is updated.

Due to the nice weather conditions, the older children had their lunch outside. While the children were washing their hands before eating, the cook brought the food outside and once everyone was sat down, the food was served to the children. The portion sizes were appropriate and the interaction between the staff team and children was relaxed and comfortable and there was lots of conversation as they were eating.

Working with other agencies to deliver effective care and support

The setting's special educational needs co-ordinator would liaise with outside agencies should the need arise. Parental permission would be sought prior to this action being taken.

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 relaxed and friendly interactions between staff and children. Staff were attentive and caring and knew the children well. One parent wrote 'All the staff are so friendly and seem to genuinely love their jobs and the kids.' Another said "My child absolutely loves nursery and always comes home telling me about **** day. I couldn't have found a more adventurous, caring, learning nursery.'

Maintaining children's dignity, privacy and promoting independence

The kindergarten is close to a main road. Large bushes have been planted along the front boundary and ensure the children's privacy as they play in the outdoor area. Arrangements in place throughout the kindergarten supported staff in maintaining the children's privacy and dignity.

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.

All information was held securely. Staff were aware of the need for confidentiality and signed agreements were in place.

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

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 stated regular reviews are being carried out to ensure all information is current.

‘Settling in’ forms are also completed by the parents prior to their child starting at the kindergarten. This gives the staff team information about a child’s likes/dislikes, sleeping routine, family members, favourite toys, books and interests. When a child moves from one age range to the next, a ‘transition’ form is completed to ensure their new keyworker is informed about the child.

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

There have been no complaints since the last inspection. Parents said they found the management and staff team approachable and felt they would be listened to. The acting manager said any concerns or complaints would be used as an opportunity to learn and improve.

Supporting children when dealing with significant events

The kindergarten had 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. The operations manager explained the situation would be discussed with the parents to ensure they provided a consistent approach and to ensure cultural and/or religious beliefs were respected and acted on.

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 management team had a clear vision for the future and outlined their plans.

The staff were observed to be respectful and supportive of each other and seemed to enjoy working together. One member of staff said 'the team all get on really well' and another said 'being part of a great team makes it enjoyable working here'

Regular team meetings have been held and the staff said they were encouraged to share their ideas. In the Moment planning for the younger children was implemented due to the recommendation made by a member of staff. Due to the positive outcomes being achieved, the team are now considering implementing the approach for the older children.

There was a display in the hallway that included large hearts. Each individual heart included the name of a staff member. Positive, descriptive words had been written on each respective heart. We were informed the words were how team members described the named member of staff.

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

The registered manager surrendered their registration in April 2022 and is now the setting's operation's manager who was supporting the acting manager whilst the recruitment of a new manager is being undertaken. The management team worked well together and we were assured with the arrangements in place.

Arrangements were in place to continuously review the quality of care being provided at the setting. The outcome of the reviews are discussed with staff during their one to one supervisions.

Through discussion we were assured that staff and management understood their responsibilities and regulatory requirements.

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

Staff said they enjoyed working at the kindergarten and felt well supported by the management team

Parents said they were happy with the service being provided and found the Little Cherubs to 'clean and tidy' with a 'friendly atmosphere.' They found the staff to be 'lovely', 'welcoming' and 'approachable.'

Continuous learning, improvement, innovation and ensuring sustainability.

The operations manager carries out regular audits of the premises, resources and equipment. Information from accidents, incidents, concerns and compliments was being assessed and used to identify common trends and improve the service being provided.

The kindergarten was active in regards to caring for the environment and had provided natural resources to help develop and support the children's awareness and understanding. They are currently in the process of changing the décor to support this. One parent said 'I love that the children at Little Cherubs are outside a lot and that they are learning with nature and using natural resources to do so.'

Working in partnership with parents.

Information was shared with parents on the on-line application used by the kindergarten as well as through discussion at the end of the day. Meetings were arranged with parents if they or the setting had something that needed to be discussed. Families said they found staff to be 'easy to talk to and receptive to our input' and 'always make time to listen'.

The service said they felt they had built good relationships with the families.