

Annual Inspection Report 2022-2023

Tiddleywinks Nursery

Child Day Care Centre

7 November 2022



DHSC

We carried out this announced inspection on 7 November 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Tiddleywinks 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

Areas of improvement were 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. They 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.

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

- 'All the girls are very kind and listen to what you have to say'
- 'Tiddlywinks is a 5 star nursery in my eyes. I feel so blessed to have [name] in such a nurturing environment. It is like a home away from home.'
- 'I love Tiddlywinks and the homely and cosy feeling it has'
- 'Tiddleywinks is an exceptionally well run nursery. The girls are fantastic, approachable, caring and nurturing with all the children & parents'
- 'All the staff are professional, friendly and approachable'

About the service

The nursery is situated on the ground floor of a multi-story house in Port St Mary. They are registered to care for 15 children aged 2 years and above. As well as operating the nursery, the setting also provides after school care for school aged children. The setting has two playrooms, children's toilets, a kitchen, staff facilities and an outdoor play area. Parents provide a packed lunch for their child and the setting provides snacks.

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 17 October 2022. We visited the service on 7 November 2022.

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) and supporting documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from six families who use the service. Three responses were received.

During the inspection

We spoke with two members of staff and the registered manager and 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 children's developmental monitoring records. The file for one new member of staff was examined in relation to recruitment and induction and an inspection of all rooms and the outdoor play area was undertaken.

We summarised the feedback at the end of inspection as the registered manager needed to leave in order to attend an appointment.

SECTION C Inspection Findings

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 requires improvements in this area.

This service was found to be safe.

Systems, processes and practices to safeguard children from abuse.

There was a system in place for staff to record any concerns they may have and any disclosures made to them. All staff had attended Level 2 Safeguarding Children training and there was a policy in place. The policy did not include all relevant information or a clear procedure that would support the team should they need to raise a concern about the welfare of a child in their care.

The setting is small and the rooms quite close together. There were times when the staff team worked on their own with the children but the manager moved from one room to the other in order to minimise lone working and placing the children and staff in a vulnerable position. As the rooms are near to each other, staff were in sound of each other at all times.

Staffing ratios and recruitment

There was one new members of staff at the setting. Examination of their files showed the registered manager had carried out all pre-employment checks prior to them commencing their employment at the nursery in order to ensure they were suitable to work with children. Evidence was submitted to show all members of the staff team had a current Disclosure and Barring Service (DBS) check in place.

Staffing levels were observed to be safe and exceeded the required adult:child ratio. The registered manager was supernumerary even though this was not required as there was only 11 children attending. This enabled the manager to support the team and ensure ratios were maintained during lunchtime.

Assessing risk, safety monitoring and management

There were risk assessments in place and we were informed the registered manager her team were currently in the process of reviewing the assessments to ensure all risks have been identified to ensure appropriate measures could be implemented in order to minimise the risk to the children. To support the assessments, there was a 'Daily Room Check' checklist available for the staff team to complete. Routine checks on the environment and equipment were up to date. Certificates and records were in place to evidence this.

The premises were found to be secure and suitable arrangements were in place to ensure no unauthorised persons could access the premises. Visitors can only enter when let in by a staff member. Once inside, visitors' are asked to sign in and are supervised at all times.

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

Parents are asked to complete the relevant documentation prior to nursery staff administering any medicines. The record stated the dose and times to be given, the reason the medicine is needed and confirmed there have been no reactions to the medication as the first two doses have already been administered by the parents. The setting's policy states 'All staff must have a witness when administering medication, preferably the person in charge. Both staff must check the medication, dosage and time taken, then sign the medication form.' There was no section on the form to confirm the administration had been witnessed.

If staff need to take medication, a form was in place for them to complete. The information on the staff medication form was similar to the information included on the form used when giving medication to a child. There was a dedicated space for staff medication that was separate from the area used to store children's medicines.

Preventing and controlling infection

Parents are asked not to send their children to the setting if they have an infectious illness and there was a policy in place to support this. Personal protective equipment (PPE) was available and staff members were observed wearing gloves and aprons when changing nappies and when supporting children at lunchtime.

Some areas in the children's toilets were found to need cleaning, in particular the wall mounted extractor fan, the sink area under the spout of the taps, the pipes and tiles under sinks and the tiling directly behind the area where the sink meets the wall. The area where the sinks met the wall had not been sealed and the tops of the floor tile edging would benefit from being grouted (or similar).

We observed staff encouraging the children to wash their hands throughout the day. Age appropriate explanations were given to the children in order to develop their awareness and understanding of why the task was important.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure the setting's Safeguarding policy includes all relevant information and a clear procedure to follow
- Action is needed on the medication form in order to be able to evidence a staff member has witnessed the administration of the medication
- Action needs to be taken to ensure all areas in the children's toilets are clean.

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 requires improvements in this area.

This service was found to be effective.

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

Three staff members hold a relevant level 3 childcare qualification and one staff member was currently working towards gaining their qualification. All staff have worked with children for a number of years and each brings a variety of knowledge and experience to the setting.

Staff had attended appropriate first aid, safeguarding, fire awareness/fire warden and food hygiene training. One member of staff’s first aid training had recently expired and they were booked with a local provider to refresh their training.

Supporting and developing children’s care and development needs

The nursery was following the Early Years Foundation Stage (EYFS) curriculum. Observations were being carried out and kept in the children’s individual ‘I Can Do....’ Books. Examination of the books highlighted inconsistencies in regards to the frequency observations were being done. Some files contained records that showed observations and developmental assessments were being undertaken on a regular basis, some did not contain any observations or assessment records and others showed there had been no observations carried out since April this year.

The assessment records were arranged by age. There was a record for children aged 2-3 years and one for children aged 3-4 years. Staff were able to discuss each child’s individual developmental achievements and what steps were being implemented to support children who may not be meeting a developmental milestone within the expected age range. We were unable to verify this as the information had not been documented.

Children have access to the setting’s outdoor play area and are also taken out on regular trips. One parent commented they ‘love that whenever possible, the children are taken out to the park & for walks around Port St Mary’. As well as taking the children out, the registered manager has also arranged visits to the setting by the mobile library, therapy animals and activity organisers.

Supporting a balanced diet

The nursery provides fresh fruit snacks for the children and parents are asked to provide lunch and a drink for their own child. Staff were heard discussing healthy foods during lunchtime. The information shared with the children was appropriate and in keeping with their respective ages and level of understanding.

Working with other agencies to deliver effective care and support

The registered manager explained how she liaises with outside agencies when there is a need. We were informed the parents would be fully informed and included at every stage.

Action we require the provider to take

Key areas for improvement

- Action is needed to ensure regular observations are carried out on all children in order to assess their development and learning.
- All information needs to be recorded in order to monitor/assess the children's progress and enable staff to identify areas where children may need more support and include in their planning

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 improvement in this area.

This service was found to be caring.

Ensuring children are being treated with kindness, respect and compassion

The atmosphere at the nursery was calm and homely and we observed relaxed and comfortable interactions between staff and children. Staff were attentive, responsive and caring and conversations heard during the inspection showed the staff knew the children well.

During the inspection we observed one child get upset. The staff member in the room was sat on the floor with the children. She placed the child on her knee and reassured and comforted them until they cheered up. Once the child was happier, the staff member encouraged them to play with the other children; which they did.

Maintaining children's dignity, privacy and promoting independence

Arrangements were in place to support the staff team to maintain the children's privacy and dignity. Intimate care routines were carried out in the setting's bathroom. 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.

All information was held securely and 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 people’s needs. The service requires 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, dietary preferences or requirements and/or any medical conditions their child may have. The information had been shared with the staff team to ensure the individual needs of the children were being met. Parents stated regular reviews were being carried out to ensure all information is current. The nursery had a small selection of resources that reflected cultural diversity and we were informed this is an area they were developing. As well as ensuring the children’s awareness of cultural diversity and inclusion is promoted, consideration is needed in regards to ensuring displays, resources and staff expectations promote gender equality and modern gender roles.

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

There have been no complaints since the last inspection. The complaints policy was up to date. Parents said they found the management and staff team approachable and felt they could discuss any concerns they had. The registered manager stated she would use any complaint as an opportunity to review the way they work and care for the children at the setting.

Supporting children when dealing with significant events

We were informed the staff team would use social stories and encourage the child to talk about how they feel and there were a number of resources in place to support this. The registered manager said they would maintain continuity to ensure the child feels safe and talk regularly with the parents in order to provide support for all the family.

Action we require the provider to take

Key areas for improvement

- Action is needed to ensure the nursery promotes cultural diversity, inclusion and equality and modern gender roles

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 requires 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 registered manager spoke about her plans for the future. It is her intention to replenish the outside resources before using the space next year and continue the search for a bigger premises.

Due to the age of the building and on-going issues with damp, the registered manager has implemented a system to address affected areas in order to ensure the environment is maintained in a suitable state of repair and decoration.

Staff said they felt supported by the registered manager and were encouraged to share their thoughts and ideas. They were observed to be happy, respectful and supportive of each other and seemed to enjoy working together. We were informed the team met regularly but a record of the meetings is not made.

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

The registered manager works alongside the team and we were informed she continuously reviews the quality of care being delivered but a record of the reviews had not been made. She informed us formal 1-1 supervisions are not carried out but she has regular conversations with the team. There was no record taken to show what was discussed or whether there were any agreed actions. Annual appraisals were being undertaken and the template for the meetings were seen as the registered manager was preparing to schedule them with the staff team.

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

Staff said they enjoyed working at the nursery. One staff member said she 'likes that it's small, like a family' and feels part of 'a great team'. Staff said they felt supported by management and were encouraged to be involved in developing the service.

The nursery has a closed social media group that is available to the parents whose children are currently attending the setting. Photographs of the children and information about what they have done are shared on the site and parents said this helped them feel involved in their child's day 'Pictures of the children are uploaded to the nursery Facebook messenger page &

updated regularly through the day so we can see what ****'s been doing and who **** been playing with'. It has also enabled parents to see their child do new things 'I've seen **** play with toys I wouldn't have imagined'.

Working in partnership with parents.

Families said they felt the nursery kept them informed about what their child was doing whilst at the setting. One parent informed us 'Tiddlywinks are very good to give us a short summary of how [name's] day has been and anything positive **** has done such as using the toilet or being kind. They also let me know if there's anything that has not gone so well.

Action we require the provider to take

Key areas for improvement

- Actions are need to ensure a written record of all team meetings, quality of care reviews and other audits.
- Actions are needed to ensure 1-1 supervisions are carried out with the staff team and a written record kept