

Annual Inspection Report 2022-2023

Tree House Nursery

Child Day Care Centre

4 October 2022



DHSC

We carried out this announced inspection on 4 October 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Tree House 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

No areas of improvement were identified as a result of this inspection.

The children appeared happy, settled and very much at home. The interactions between them and the staff team were comfortable and natural and this helped create a calm and homely atmosphere.

There have been a number of staff changes but this seems to have settled. The new team appeared to be getting on well together and were seen to have a good working relationship.

Staffing levels were safe and exceeded the required adult to child ratios. The majority of staff were relatively new to the nursery. The newly formed team worked well together, 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 acting manager. Parents said they found the staff to be approachable, supportive and friendly. When speaking with the acting manager and staff team, we found them to be passionate and enthusiastic about what they do.

The acting manager was knowledgeable about the requirements of her role, implementing the Early Years Foundation Stage curriculum through the In the Moment planning approach and ensuring children's individual needs were being met.

The responsible person and co-owner visit the setting frequently and the acting manager and staff stated they very supported by them both.

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

- 'The staff are professional, lovely, and take care of the children brilliantly.'

- 'All the staff are very professional when it comes to discussing a concern no matter how big or little, and if they don't know or are unsure they will look into it and get back to you therefore working out how to move forward together.'
- '[Name] is really happy and settled at treehouse and we are really happy with the nursery as a whole, especially the staff.'
- 'I have always found staff to be approachable and friendly.'
- 'The setting is fabulous. How many children have a whole Glen and newly built park as part of their daily activities?'
- 'They are so supportive and build great relationships with not only the children that attend but their parents too.'
- 'My [child] is happy and looks forward to going to nursery, [child] has lots of friends and loves the staff. [Child] has bloomed since starting Treehouse and I have all faith that [child] will continue to do so throughout their preschool year.'
- 'The environment is warm and welcoming and always looks clean and tidy.'
- 'We're really very happy with the care that [name] receives.'
- 'The nursery staff use the glen around them and make the environment fun for the children.'
- 'We get an update each day at pick up about what activities they have undertaken and there is also a record on "tapestry" to show development.'
- 'The staff and location are the nursery's best assets.'
- 'For me the biggest selling point was the staff.'
- 'They put a lot of thought into their topics and everything feels child led and engaging. They spend a lot of time outdoors, which was also a big selling point.'

At this inspection we found improvements had been made in response to the nursery's previous inspection.

About the service

Tree House Nursery is situated in Laxey Glen. They are registered to care for 24 children aged 2 to 4 years. The nursery is set over two floors and has three playrooms, a balcony area on the mezzanine floor, a kitchen/dining area, staff facilities, a nappy changing room, an office and children’s toilets. The setting does not have their own outdoor play area but the children have access to the glen, gardens and public playground.

Parents are asked to provide their own child’s lunch, drink and afternoon snack. The nursery provides the children with a morning snack and there is drinking water available if needed.

Registered manager status

The setting has recently employed a person who will be submitting a manager’s registration application. Until registration is complete, the proposed applicant is currently acting 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 16 September 2022 and we visited the service on 4 October 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 requested via email from six families who use the service and all responded. All comments made were positive. There were some constructive points and suggestions raised that were discussed with the acting manager.

During the inspection

A range of records were reviewed including seven children’s individual care records, planning documents and three completed medication forms. The files for three new members of staff were examined in relation to recruitment and induction and supervision as well as a variety of documents relating to the management of the service.

Time was spent looking at the on-line application used by the setting. The inspector was shown children’s observation records that linked into developmental/learning areas and systems in place to support children’s individual needs. An inspection of all rooms and areas was undertaken.

Two members of staff, both owners and the acting manager were spoken with and observations were carried out using an observational framework for inspection to help us understand the experience of staff and children.

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 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 were a number of up to date policies in place to support them should they have a concern about a child in their care. Supporting documentation was available for the team to use to record and report their concerns. The acting manager is the setting's designated safeguarding lead.

Staffing ratios and recruitment

There were three members of staff who had commenced their employment at the setting since the last inspection. Examination of their files showed the provider had carried out all pre-employment checks to ensure each was suitable to work with children prior to their respective start dates.

Staffing levels were observed to be safe and exceeded the 1:8 adult:child ratio as the acting manager was supernumerary. In order to enable the acting manager to be available throughout the inspection, both owners were working at the nursery. This meant there were four members of staff caring for 15 children. We were informed one or both owners visit and spend time at the nursery on a regular basis. Examination of the setting's attendance records showed ratios have been consistently maintained on other days.

Assessing risk, safety monitoring and management

The nursery is situated in the Laxey Pavilion building in Laxey Glen which is visited by members of the public. There are large front facing windows and steps have been taken to ensure people passing by do not have a clear view of the children playing inside.

The building was found to be secure and appropriate measures were in place to prevent unauthorised entry into the nursery. All doors were locked and could only be opened by members of the staff team. Staff were vigilant in checking identify cards and ensuring the visitor's book was signed.

There were risk assessments in place and there was evidence to show they have been regularly reviewed. To support the assessments, there were daily safety checklists 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.

Using medicines safely

Prior to any medication being administered to a child, the setting ensures they have parental permission in place. Parents are asked to complete a medication form that outlines what medication it is, the dose required, the frequency/times the medication is to be given and confirmation that the nursery is not administering the first dose of the named medicine.

After giving medicine to a child, the staff member carrying out the task records the time and amount administered on the same form. To further ensure the safe administration of medication, this is witnessed by a second member of staff. When the child goes home, the person collecting them is informed and asked to sign their acknowledgement of being told.

The medicines were stored in a cabinet with an inner cabinet fixed to the wall to ensure it was out of the reach of the children. The acting manager had implemented a system to ensure all information about the medication was clear and supported the forms being used. Each individual medication was clearly labelled with the child's name, the name of the medicine, the reason it was needed, the dose to be given and the expiry date of the medication.

In order to meet the children's individual needs, the staff team have attended appropriate training in order to be able to administer specific medicines safely.

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 supporting children at lunchtime.

Staff were responsible for cleaning and all areas of the nursery, resources and equipment were found to be clean and in good condition. The children's toilets and kitchen dining areas were cleaned frequently throughout the day and we were informed staff clean the nursery at the end of each day and a deep clean is undertaken every week.

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

Staff hold or are nearing completion of gaining a relevant level 3 childcare qualification. This meant the children were being cared for by a staff team that had the knowledge, understanding and experience to support and care for them as well as promote their development and learning.

All mandatory training was up to date and a training programme was in place to enable the staff team to continue their professional development. The staff team are currently receiving bespoke training in regards to the implementation of the In the Moment Planning approach.

Supporting and developing children’s care and development needs

The nursery follows the Early Years Foundation Stage (EYFS) curriculum and has recently introduced the In the Moment planning approach. The team have created an enabling environment that encouraged children to be active and curious learners through child-initiated play. The acting manager has changed how the setting uses topics in their planning. They now have seasonal topics and have found this to be beneficial as it allows flexibility of activities.

Observations were being carried out in order to monitor and assess the children’s developmental progress. This information is shared with parents on the on-line application used by the setting. Parents commented on being kept up to date with their child’s progress. One parent wrote ‘Tapestry is always getting updated with observations linked to the areas of development’ and another stated ‘The nursery uses the Tapestry app to update parents on their child’s learning.’

The setting uses EYFS trackers to monitor and assess the children’s learning and development. To support the trackers and on-line application, the acting manager has recently implemented learning journals for each child that contained samples of their ‘work’. Parents have access to the on-line observations and we were informed parents can view the EYFS trackers and journals if they wish.

The acting manager holds a degree in special educational needs and inclusion and has ensured there were systems in place to support a child who may not be meeting developmental milestones within the expected age range as well as providing the staff team with strategies and ideas to support children when needed.

Every week the children take able to take part in a yoga session provided by a visiting yoga teacher. A session was being carried out during the inspection and the children appeared to enjoy the activity. The acting manager informed us the yoga classes were proving to be beneficial to both the children’s physical and emotional well-being. Positive feedback was received from parents about their children participating in this activity.

Supporting a balanced diet

Parents are asked to provide lunch and afternoon snack for their own child. The nursery provides a morning snack for the children. There was a menu displayed showing families what snacks are provided by the setting. Snacks included fresh fruit, breadsticks, crackers, toast and biscuits.

The setting was promoting awareness of healthy foods and eating. There was a display in the main playroom with information about food groups and healthy eating. We were informed a poster about food groups is shared regularly with parents in order to provide them with information to assist with providing their children with a balanced lunchbox.

Working with other agencies to deliver effective care and support

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

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

The atmosphere at the nursery was calm and homely and we observed relaxed and comfortable interactions between staff and children. Staff were attentive and caring and conversations heard during the inspection showed the staff knew the children well. Parents wrote 'They seem to know my child really well', 'they take an interest' and the staff 'hone into the needs of the children'.

When speaking with the staff team it was clear they were passionate about what they do and wanted to ensure the children were happy and enjoying their time at the nursery.

Maintaining children's dignity, privacy and promoting independence

Arrangements in place throughout the nursery supported staff in maintaining the children's privacy and dignity. As the nursery is situated in an area open to the public, windows have been covered with artwork and painted designs/patterns to ensure the children's privacy is maintained.

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.

Responding to children's individual needs and support children with communication needs

To support children with communication needs, we were informed the setting was using the Picture Exchange Communication System (PECS). The system uses picture cards as a means of communication that enables a child to relay their needs and wants. The acting manager informed us they had found the cards included in the system were not always helpful so the team had created their own cards by sourcing relevant pictures from the internet. The new system was working well.

Information regarding specific needs had been sourced and shared with the staff team. This enabled them to have an awareness and understanding of how to provide effective support to the children.

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

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. Children are assigned to a keyworker who, with the acting manager were responsible for ensuring all information is up to date. Parents stated regular reviews are being carried out to ensure all information is current.

The resources available to the children reflected a diverse and inclusive culture at the setting and the acting manager informed us she was liaising with parents to ensure festivals, important dates and celebrations for all the children were included in their planning.

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

A policy was in place and a copy displayed for parents to see. 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

Due to a variety of circumstances, the staff team have had experience in supporting children and their families dealing with significant events. There was a wide variety of resources available and the staff team have been creative in devising and delivering activities to help and support the children and encourage them to talk about what is going on.

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 acting manager has not been in post for long but had a clear vision for the future. She was in the process of reviewing policies, assessments and systems to ensure they were fit for purpose and supported what the setting was delivering.

Regular team meetings have been held and staff said they felt supported, valued by management and were encouraged to share their ideas. Staff were observed to be happy, respectful and supportive of each other and seemed to enjoy working together. In regards to the formation of the new team, staff said they 'feel part of something very exciting', that they are 'liking the new team' and that 'the nursery has a great feel to it.'

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

The acting manager was clear about her role and regulatory responsibilities and was also aware of the process to be followed in order to become the setting's registered manager. One of the owners is the setting's responsible person. Through discussion the acting manager explained that she felt very much supported by both owners and they were frequent visitors to the nursery.

We spoke with the staff team and they said they felt supported and valued by the acting manager and both owners. We were assured staff understood their responsibilities.

The acting manager works alongside the team and this has enabled her 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.

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

Staff said they enjoyed working at the setting and felt included in the changes and development of the new team. Parents said they were happy with the service being provided and found the nursery to be 'clean and tidy' and 'warm and welcoming' and they found staff to be 'professional and lovely', approachable, caring and friendly.

Continuous learning, improvement, innovation and ensuring sustainability.

Regular audits of the premises, resources and performance are being carried out by the acting manager. Information from accidents, incidents and compliments was being assessed and used to identify common trends and improve the service being provided. The acting manager was developing processes to improve communications with parents.

Working in partnership with parents.

As well as the use of the on-line application used by the setting, parents are given verbal feedback about what the children have done that day. Feedback received from parents gave information about how supportive the staff team have been to both the children and the families. Something that was very much appreciated.