

# **Annual Inspection Report 2022-2023**

## **THE PUMPKIN PATCH CHILD CARE CENTRE**

Child Day Care Centre

7 February 2023



**DHSC**

We carried out this announced inspection on 7 February 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

The Pumpkin Patch Child Care Centre 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**

As an organisation ('Beeline Nurseries') are able to staff their nurseries effectively to ensure they have sufficient staff teams in each of their settings. This enables The Pumpkin Patch Child Care Centre to have access to staff to cover in emergencies.

The setting has sufficient rooms that they can have a dedicated room for babies aged 0-2 years. And rooms for the 2-4 year olds separate to the school aged children. We observed that the children could circulate between the rooms down stairs and upstairs under the supervision of the staff.

We spoke to some of the staff and they all stated that they loved working at the nursery. One staff said that the management are 'really good to me and very supportive. Another said they work 'good as a team'.

### **The following are comments from parents;**

- 'They are always so cheery and really make \*\*\*\* feel welcome. I particularly like it when I drop \*\*\*\* off and I hear them saying hello to \*\*\*\* before I leave the building, like "Hello \*\*\*\*, oooh you've had a haircut" or something, it shows they pay attention and I think it makes \*\*\*\* feel special.'
- 'I also really love seeing the trips that \*\*\*\* goes on with updates and pictures on the app. And the little birthday pictures they take with the child's cake are so cute! Oh and taking the time to arrange a school and Christmas photo is really appreciated too.'
- 'They are brilliant! It is great to be given updates of what my child is up to whilst \*\*\*\* is with them and the added bonus of pictures is lovely. My \*\*\*\* absolutely loves it here and all of the teachers, they are just so great with \*\*\*\*.

- 'They are always doing different activities and it is great to see all the work displayed and then made available to take home.  
I personally love that they get to have outside time very often and that during the warmer months they get to leave the nursery setting'.
- 'Overall, a lovely nursery with wonderful staff'.

**Requirements from the last inspection were actioned**

**About the service**

The setting is provided to care for; 8 (eight) children aged 0-2 years in the baby wing. 24 (twenty-four) children aged 2-4 years downstairs in two designated rooms. 34 (thirty-four) children aged 2 years and above in three designated rooms upstairs. There are toilets and wash hand basins in close proximity to the playrooms and a separate kitchen downstairs and kitchenette upstairs. There is an enclosed outside play area to the side and rear of the property. Hot meals are provided, these are cooked at the Beehive Nursery in Onchan and transported to the nursery. The setting is located in Governors Hill in close proximity to the local primary school and shops.

**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 3 January 2023. We visited the location's office/service on 7 February 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 questionnaires were sent via email to parents of children that attend the setting.

**During the inspection**

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.

## SECTION **Inspection Findings**

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### 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.**

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.

The training matrix for the staff showed that all of the staff had completed the Isle of Man Level 2 Safeguarding Training. One newly appointed staff member had completed the 'online training' and is awaiting a 'face to face' classroom based training date.

#### **Staffing ratios and recruitment**

There was a safe recruitment process in place including pre-employment checks. New staff records were sampled and found to contain all required information.

The nursery had sufficient staff to ensure the staffing ratio could be maintained and cover provided for staff sickness and holidays. As the setting is part of Beeline Nurseries Ltd, which has two further nurseries in Onchan, they have the ability to utilise staff from one of them in an emergency. This could only happen as long as staffing ratios remain in the existing nursery.

#### **Assessing risk, safety monitoring and management**

Risk assessments were sampled for both indoor and outdoor activities. All information required was included.

The exits were locked to ensure that children could not exit unsupervised. Also unauthorised persons could not enter without permission.

Seven children's records were checked, all the relevant information requested had been recorded.

The service had fire safety procedures in place including the maintenance of the alarms and emergency lights. There was a written record for the completion of fire drills completed with the children.

#### **Using medicines safely**

The nursery had a policy for the storing and administration of medication. Records for the safe administration of medication were viewed. This included the details of the medication and parental authorisation for the staff to administer to the child.

Medication was labelled with the child's name and stored safely and out of reach of children.

#### **Preventing and controlling infection**

The premises and equipment were clean and in a good state of repair and decoration. There was a daily checklist for ensuring the nursery was cleaned throughout the day and a record of when toys were cleaned.

There was an ample supply of PPE, such as disposable aprons and gloves.

The nursery use guidelines for the control of contagious illnesses, including exclusion periods.

## 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. The training matrix showed that staff had undertaken mandatory training including; safeguarding children, first aid and food hygiene.

Specific medical training had also been completed by some staff for example; asthma and epi-pens.

The manager explained how the staff had access to on line training that they had sourced. This provided the staff with training and guidance for example; behaviour management.

#### **Supporting and developing children’s care and development needs**

The nursery had eight staff working with the children, six of which had a level 2 or above Child Care Qualification.

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 children’s photos and observations linked to the EYFS .This could be viewed on the ‘family app’, a system that can be accessed by the staff and the individual child’s parents.

#### **Supporting a balanced diet**

Parents were able to provide their child with a suitable packed lunch if they choose, which was appropriately stored.

The setting does provided hot meals which was cooked at the Beehive Nursery in Onchan and transported to the nursery. There was a notice board in the entrance hall informing parents of the meal for that day.

Children’s records included dietary requirements to ensure that individual needs and preferences were met.

#### **Working with other agencies to deliver effective care and support**

The provider was aware of how to contact and make referrals to other agencies for guidance or support. The manager stated that she has good relationships with the Health Visitors and Pre School Assessment Centre, who have provided advice if needed.

## 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.

Children were supported through play, the interaction between both was child led. Children played alongside each other and with the staff. We observed an activity where the children were playing with 'play doh', using shape cutters and making shapes. They talked about what they were doing including identifying the shapes and colours. Children's behaviour was managed positively with praise and words of encouragement.

#### **Maintaining children's dignity, privacy and promoting independence**

Toilets and wash hand facilities were located in close proximity to the playrooms. There were individual toilets with doors or divider screens to provide privacy. 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 nursery parents are required to complete a child information record. This provided information about the child’s individual needs including; medical and dietary.

Children’s individual progress and development was recorded in their ‘learning journal’. This could be found on the ‘family app’.

We observed an exchange of information between the staff and parents when arriving and collecting their child at the nursery.

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

The provider had a complaints policy and procedure. The procedure was displayed on the wall in the entrance hall of the nursery.

We were informed that the setting had not received any complaints.

#### **Supporting children when dealing with significant events**

We were told that the team would discuss any changes in a child’s life with parents, for example the arrival of a new baby. Any changes in the child’s behaviours would be monitored and parents kept informed.

The manager said they use the use of resources such as books to read to the children about being a big brother or sister and include this in ‘circle time’. The use of positive reinforcement would be used and on occasions a parent introducing the new born to the children at nursery.



## 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.**

Parents were requested to a 'record of information' prior to their child starting at the nursery. This provided information to the staff to ensure the individual needs of the child could be supported. Once registered with the nursery, parents are provided with access to the 'family app' and a unique log in reference.

We were informed that the service complete planned activities and topics for the children, but also uses a system called 'in the moment planning'. This provided opportunities to be embraced and implemented, for example; unexpected snowfall when the staff took the children out to build snowmen.

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

Regular staff/ team meetings had taken place. There were written 'minutes' that included areas discussed and outcomes.

Regular supervision of individual staff had been completed. A written record was kept including outcomes and how management could provide support.

The provider completed an 'annual staff appraisal' for each individual. This reflected their individual performance and achievements.

#### **Continuous learning, improvement, innovation and ensuring sustainability.**

The training matrix showed that the staff received mandatory training to ensure that the service functioned safely. This highlighted the training undertaken by each staff member. New staff received an 'Induction Period' with a written record of their individual progress. We sampled one of the new staff records to confirm that their induction was being recorded.

We reviewed the staff supervision records and these contained details of areas discussed with the individual.

Staff supervision (one to one) was being undertaken every three months with a written record kept.

Team meetings were completed every month to gather ideas and develop and plan for future activities.

**Working in partnership with parents.**

Parents and staff gave each other any information verbally at the start or end of the sessions. The 'family app' provided an opportunity to gather and forward information. Parental feedback confirmed that parents received regular information by these methods.

The nursery did not provide 'newsletters' or request formal feedback questionnaires to parents.