

# Annual Inspection Report 2022-2023

## CRANFORD NURSERY

Child Day Care

1 and 2 September 2022



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**DHSC**

We carried out this announced inspection on 2 and 3 September . The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Cranford 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**

Learning opportunities were promoted from play activities through to meal times.

The management and staff engaged well with parents and provided opportunities for the transfer of information between each other.

Children's 'Learning Journals' and 'Progress Reports' provided an account of the child's development stages that could be shared with the parents.

Children appeared to be happy and engaged in age appropriate activities.

The following are comments from parents of children that attend the nursery;

- I am told at every pick up what my son has done that day.
- I think the nursery does well in all areas so far. My son is about to start his pre-school year so I'm excited for him to start his learning with the girls at Cranford.
- They both come on development wise massively attending Cranford all the work that they put in and the activities they do they really learn so much through play which gave \*\*\*\*\* and gives \*\*\*\*\* such a great stepping stone to starting reception gaining so much independence.
- I can approach Fiona, Amy and team with any concerns and have always felt listened to and most of all supported
- My partner and I work full time so knowing they are safe and happy is reassuring to us as parents.

**We found the following areas where the service needs to make improvements:**

- Staff currently have two supervisions a year. More supervisions would benefit the staff and the service.
- Risk Assessments to include: the identified 'risk', 'who' is at risk, 'who' is responsible to take appropriate action
- Preschool aged children (2-4 years) to be separated from school attending children

**SECTION B The Inspection**

**About the service**

Cranford nursery is situated in Douglas. It is registered to provide care for children aged 2 years and over. All nursery facilities were situated on the ground floor of the premises. There were three playrooms, a set of children's toilets (separate to staff) and a secure outside play area.

The service aims to provide care for a maximum of twenty children at any one time. The provision did not provide hot meals and therefore parents were requested to provide their child with a packed lunch. Parents were required to provide an ice pack with the lunches if there were any perishable contents.

**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 19 August 2022. We visited the location's office/service on 1 September 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), notifications, complaints/compliments and any safeguarding issues.

Fifteen parental questionnaires were sent to parents of children that attend the nursery. Three responses were received back.

**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. The files for one new member of staff was examined in relation to recruitment, induction and supervision. A variety of documents relating to the management of the service were also viewed.

An inspection of all rooms and areas was undertaken.

Three 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 C Inspection Findings

### 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 require 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.

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

We observed on the day of the inspection that school aged children and preschool children were accommodated in the same rooms and activity areas. We discussed this with the manager and reminded her of the staffing arrangements to supervise the different age groups in separate rooms.

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 information was recorded appropriately.

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

There were written 'risk assessments', but they were not consistent in the content required. This was discussed with the manager and it identified areas for improvement. Assessments had been undertaken that included the premises, activities both indoor and outdoor. Also for outings.

Staff confirmed that they have helped complete some of the risk assessments.

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

### **Using medicines safely**

At the time of the inspection, there was one child that required any form of medication. 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 procedure for cleaning on the wall in near the lunch box storage area.

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.

## **Action we require the provider to take**

Key areas for improvement:

- All risk assessments to include; the identified risk, who is at risk and who is responsible to take appropriate action

School aged children to be accommodated in separate rooms and activity areas to pre-school children

## 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**

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 (if handling food).

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

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

The nursery had four staff working with the children of which staff records showed that two were Level 3 Qualified with a Child Care Qualification. One was working towards achieving their award, and another is due to commence her training.

The staff were aware of EYFS (early years foundation stages), a system for monitoring and recording children’s learning milestones. Each child had a ‘Learning Journal’ that included; photographs, artwork, observations by the staff. There was also a ‘progress report’ for each child to record the stages of development.

Parents had confirmed that they received information about their child’s progress, ‘verbally, messages and through pictures’.

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

The service did not provide hot meals. Instead, parents were requested to provide their child with a suitable packed lunch. If these contained perishables, parents were requested to supply an ice pack.

The nursery did provide snacks and the daily snack was written for parents to view in the entrance porch. On the day of the inspection there was raisins and fruit.

We were informed that if the children had not eaten all their lunch they could ask to eat the rest in the afternoon. Juice bottles were easily accessible to the children and these were taken outside during outside play time.

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

We were told that the service would approach the help of a child’s health visitor in the first instance. This would be done once the manager had spoken to parents and sought their permission first.

The manager was aware of the referral system for PSAC (preschool assessment centre) and has sought guidance from them.

## 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**

The staff were heard to welcome children into the nursery and take time to talk to individual parents.

We observed the staff interact with the children in a positive manner. Children were treated with kindness, compassion and included in making choices. And praised when completing tasks. Children were encouraged to be age appropriately independent as possible. We observed the staff sitting alongside the children during activities and encouraging the children to 'take turns and share' when playing.

We observed that the staff included lunchtime as an opportunity for learning and discussion. The staff sat with the children and some ate their lunch with the children. Children were reminded to wash their hands prior to sitting at the tables for lunch. Discussion took place about healthy foods for example why fruit and vegetables are good for you.

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

The children's toilets were located in close proximity to the playrooms. There were individual cubicles with privacy doors. An area for changing nappies or soiled clothing was also available. There was also an outside toilet that in the play area that could be accessed when using that area.

We observed that children preparing for school were encouraged to go to the toilet by themselves but were watched from a distance by a staff member to ensure the child washed their hands.

## 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**

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 cultural, behavioural and social. Parents were able to inform the staff of the child's likes and dislikes. We observed the staff verbally providing information to parents when collecting their child at the end of their session.

We were also told that the nursery operates a 'keyworker system' and that parents were informed that if they wanted to meet with the child's keyworker they could arrange a meeting with them.

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

There was a complaints procedure on the notice board in the porch. We were informed that parents were provided with an information booklet regarding the service when a parent makes an enquiry about the nursery.

Any concerns or complaints were recorded and action taken.

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

We were informed that the staff rely on a good communication system with parents. They rely on them to inform staff of any changes in their child's life. We were told that the staff would be aware of any behavioural changes. Opportunities such as 'circle time' were used to include children to participate. This could include talking about the arrival of a new baby and a parent bringing their child into the nursery. We were told that questions would then be asked to the children about what the baby could do and why they acted in certain ways for example when they cried. We were told that the children would then be asked what they could do and how much bigger they were. Also that children would be encouraged to bring in their old baby clothes and look at how they no longer fitted.

We were told that the staff would keep discussing with the parents how the child was feeling and coping 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 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.**

Parents were requested to complete 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.

Children's development was recorded on a 'progress report' for parents, and parents provided with the opportunity to meet the staff and discuss their child's progress or any concerns.

Weekly planning was displayed in the play rooms with the flexibility to change plans in accordance with children's needs and preferences.

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

The registered manager has been in place for many years and is aware of her regulatory responsibilities. We spoke to the staff and were satisfied that they were also aware of their roles and responsibilities within the service provided.

The manager stated that she had 'daily catch ups' with the team as well as staff meetings. The latter of which had recorded minutes taken.

Newly appointed staff confirmed that they had an 'induction programme' to ensure that they were aware of how the service operated.

Staff confirmed that they had received supervision, and the manager confirmed that these happened twice a year.

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

Prior to a child attending the service, parents were requested to complete a 'record of information' about their child. This provided individual information regarding the needs of the child.

We were informed that the manager provides parents with a 'feedback' questionnaire annually to gauge the opinions of parents. There was a box in the porch for parents to place any written concerns, complaints, suggestions anonymously.

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

The staff records showed that the staff were undertaking training. Records of individual induction periods had been completed.

Staff supervision notes were available, and showed that staff received one to one supervision twice a year. The benefits of good individual staff supervision were discussed and the manager acknowledged and planned to implement more.

Staff meetings had taken place with a written record.

**Working in partnership with parents.**

We were told that the nursery complete a daily diary book for children aged 2 years. This goes back and forth between the nursery and the parents. The purpose was to inform parents of their child's; sleep routine, nappy changing, general day activity and any concerns (if there was any).

There was a 'facebook' site for public viewing to promote the provision. Also a private facebook site for the parents of children attending the nursery. We tried to view the private site but were unsuccessful showing that restrictions had been imposed. Parental permissions had been sought to place their child photos on the sites.

The nursery uses a 'keyworker' system and we were informed that parents are invited to meet their child's keyworker and discuss the child's progress or any concerns if they had any.

As previously stated the staff provide a 'Progress Report' for parents so they can be informed of their child's development. Also each child had a 'Learning Journal' where the staff place observations, photographs and art work.

### **Action we require the provider to take**

Key areas for improvement

- Staff to receive more than two supervision sessions a year