

Annual Inspection Report 2022-2023

BUSY BEARS NURSERY

Child Day Care Centre

5 August 2022



Isle of Man
Government
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DHSC

We carried out this announced inspection on 5 August 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Busy Bears 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

Staff felt they were supported and liked the 'atmosphere' at the setting. Five staff that we spoke to felt that they could approach and speak to management at any time. Staff attend staff meetings but the minutes of the meeting need to be more substantial.

A good system for communication between the nursery and parents via the 'family app' was in place. The family app enabled parents and the nursery staff to communicate on a daily basis if needed.

Children appeared to be happy and enjoyed being at the nursery. There were plenty of toys and resources for the children. Children were able to make choices and had opportunities to play both indoors and outdoors.

A secure and safe environment. Exits were secure to ensure that children could not leave the premises unsupervised. And also that unauthorised persons could not enter. Premises were clean and cleaning processes in place.

Records were stored securely

Feedback from parents of children that attended the nursery said the following:

'I feel confident being able to approach the staff/management team regarding any concerns I would have'.

'access to the Family app I can change information as and when required'.

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

- Staff meeting records to contain more detail and more meetings throughout the year

About the service

Busy Bears Nursery is situated in Peel. They are registered to care for 52 children aged 0 years and above. No more than 12 aged 0-2 years at any one time to be cared for in the designated baby wing. No more than 40 aged 2 years and above at any one time to be cared for in the main section of the nursery.

The baby wing consists of a playroom and separate nappy changing area. There is also a designated outside play area for this age group.

Children aged 2 years and above have three play rooms and a sleep room. There is a separate toilet/ wash hand room with an area to change nappies. To the rear of the building is outside play area designated to this age group.

The setting does not hot meals for the children and parents were requested to provide their child with a healthy options packed lunch. Snacks are provided by the nursery. There was a separate dining area within a small kitchenette room.

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 1 August 2022. We visited the location's service on 5 August 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.

Feedback was sourced via email from 10 families who use the service. One response was received.

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 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.

An inspection of all rooms and areas was undertaken.

Five 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 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.

The training matrix for the staff showed that all of the staff had completed the Isle of Man Level 2 Safeguarding Training. Not all the certificates were available; the manager stated that there had been difficulty in accessing the system for the staff to complete the training. 'Screen shots' of the completed training with the results had been taken for each of the staff and the manager stated that she was awaiting the certificates to be forwarded to her.

Staffing ratios and recruitment

Records showed that appropriate staffing ratios were met. This included 1 staff to 3 children under the age of 2 years and 1: 8 over the age of 2 years.

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).

Assessing risk, safety monitoring and management

A sample of risk assessments were viewed which included risk assessing the premises and outings. The assessments included review dates and the staff confirmed that they were involved in completing assessments. The assessments currently recorded the 'risk and the hazard' together, these would be clearer and easier to read if they were recorded separately.

The premises were locked and staff were observed to open the door to children and parents and welcome them into the nursery.

Using medicines safely

There was a medication policy and recording system in place. This provided a procedure for the safe storage and administration of medication. At the time of the inspection, no children required any medication, but a member of staff showed us where medication would be stored.

Preventing and controlling infection

The premises were clean and there was a policy regarding cleaning. There was a cleaning procedure with a daily written record confirming the rooms had been cleaned. Also a record of when the toys had been cleaned. The staff informed us of how they ensure the children clean their hands prior to meal and snack times and after using the toilet.

The nursery had a policy regarding children with an infectious illness, complete with incubation periods.

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. Staff had undertaken mandatory training including first aid and food hygiene (if handling food). We were informed that the staff were unable to sign in for the ‘online’ Isle Of Man Safeguarding Training. The manager was able to sign in and enable individual staff complete the training and take a photograph of the results. The confirmation certificates were still outstanding.

Supporting and developing children’s care and development needs

The staff had curriculum planning based upon EYFS (early years foundation stages) on display in the activity rooms. This linked the activity to a key stage of development. We were informed that these plans could change if the children wanted to do a different activity or loss interest in those planned. This demonstrated that the staff were also completing ‘in the moment planning’.

Observations showed that the staff were aware of what the children were interested in and adjusted the activity accordingly. We observed the activities both inside and outside of the building. The children were able to ‘lead’ the play and staff interacted when appropriate. Children’s stages of development were recorded on the ‘family app’.

Supporting a balanced diet

The setting did not provide hot meals. Parents were requested to provide their child with a suitable healthy packed lunch. We were informed that a guide to healthy options could be provided to parents if needed.

The nursery did provide snacks that consisted of fruit and vegetables.

Working with other agencies to deliver effective care and support

There was a referral system in place should the staff identify that a child would benefit from additional support. This would be done in consultation with parents and parents had signed to agree to sharing information with agencies if required.

There was an opinion that availability of support from other agencies could be improved.

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 observed to welcome children into the nursery and take time to talk to individual parents.

Staff sat alongside children during play activities and listened to them and communicated in a positive manner. Children were treated with kindness, compassion and included in making choices.

We observed that the staff had knowledge of each of the children and were aware of their individual likes/ dislikes. Parents had provided information to the setting prior to their child attending the service.

One member of staff said about the setting 'childcare orientated, children are at the heart of everything'

Maintaining children's dignity, privacy and promoting independence

The children's toilets for the over 2's 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.

The inspector was informed that children preparing for school were encouraged to go to the toilet by themselves but would be closely followed by a staff member to ensure the child was comfortable and also washed their hands.

The under 2's had their own nappy changing room located within a dedicated part of the nursery for this age group. Written records were kept of when a nappy had been changed and who had completed the task.

All children's records were stored securely.

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. By communication with parents via the ‘family app’, information could be gathered and passed onto parent and staff quickly.

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

We were informed that there not been any complaints received.

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.

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 for example.

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 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 complete an 'all about me' and '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.

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.

Through discussion we were satisfied that the manager and staff were aware and of their responsibilities and regulatory requirements.

The registered manager was well established at the nursery. And was able to provide leadership and guidance to the staff team.

Staff meetings were taking place to ensure that the team were provided with current information. However it would be beneficial for more staff meetings throughout the year.

Risk assessments were in place and amended as and when needed.

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

At the start of enrolment, parents were requested to complete information regarding the needs of the children.

The setting uses the 'family app', which is a system that enables the staff to provide information to parents quickly and daily. This includes photographs, observations that the staff have completed to record the child's developmental stages. The system allows parents to send messages back directly to the staff.

Continuous learning, improvement, innovation and ensuring sustainability.

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

Staff meetings had taken place and there was a discussion surrounding the frequency and recording of the outcome.

Six staff were spoken too, and this is what they said:

'my induction included everything'

'Jackie is approachable and gave me confidence'
'all staff friendly and helpful'

The setting have purchased a 'mini-bus' to take children on outings. They were awaiting the delivery of the vehicle.

Working in partnership with parents.

Using the 'family app' enabled the staff communicate and record information with the parents on a daily basis.

One parent said 'I feel confident being able to approach the staff/management team regarding any concerns I would have'.

Action we require the provider to take

Key areas for improvement

- Minutes of the staff meetings to include more detail