

Annual Inspection Report 2022-2023

Crossroads Nursery

Child Day Care

28 September 2022



Isle of Man
Government
Kelleys Eilan Vannin

DHSC

We carried out this announced inspection on 28 September 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Crossroads 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

We observed that the staff team worked well together and supported each other, for example; checking on each other that they were alright.

The staff felt that they were supported by the manager and that 'Dee always listens' to me.

The children appeared to be happy and relaxed at the nursery. The staff had provided a calm approach to children's needs and behaviour.

The nursery was organised and had the flexibility to provide areas for children that needed that extra space and time. Whilst ensuring that other children were treated with equal concern and attention.

The following are comments received from parents that have children attending the nursery:

All staff are very professional and polite and are brilliant carers for children of all ages and disabilities. I would highly recommend to anyone of this nursery.

The nursery is brilliant with the inclusion of all children with many disabilities – some visible and some hidden. Staff are well trained and caring and offer support not only to the children attending the nursery but also to the family as a whole.

They are very good at supporting relationships with peers. Boundaries are in place too which I think is very good, they aren't afraid to put my son on a time out when needed. The staff team clearly care about all the children and enjoy being with them. I always recommend this nursery to friends.

Crossroads is a fantastic nursery and their staff have looked after our son so well. Our little boy loved going there and really engaged with the other children and staff.

We picked Crossroads after viewing numerous nurseries as it felt so comfortable and the children that attended were so happy on our tour and the staff were approachable and friendly.

We would recommend Crossroads to anyone looking to place their child into a nursery/pre-school

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

- The setting would benefit by providing parents with an 'easy' read set of policies and procedures

About the service

Crossroads nursery must not look after more than fifty two (52) children in total aged from 0 years and above. No more than twelve (12) must be aged 0-2 years of age and cared for in the designated baby wing. No more than forty (40) must be aged 2 years and above in the main nursery.

The nursery is located in Douglas within close proximity to the TT grandstand and Police Station.

The nursery consists of two play rooms, one with an identified area for children/ babies under the age of 2 years. The baby's area was separately staffed to the older children. There was an outside play area to the rear of the premises that was accessible via the main playroom.

The nursery provided cooked meals with a varied menu that changed weekly.

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 21 September 2022. We visited the location's office/service on 30 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.

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 record for four new members of staff was checked 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.

After the inspection

Parental questionnaires were sent to a selection of parents for comments and any feedback regarding the service. Email addresses were received of parents during the inspection.

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 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. Crossroads Nursery is part of a recognised organisation that provides care and services for different provisions. The policies were detailed that also include reference to sections of the staff handbook. We found that the nursery may benefit from an 'easy' read set of policies/ procedures.

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, with the exception of one. This staff member had completed an 'online' training course for the United Kingdom as an interim measure whilst waiting to be registered for the Isle of Man Safeguarding Training.

Staffing ratios and recruitment

We observed that children under the age of two years were cared for in their own designated area. Children aged two years and over had the use of two separate rooms for play activities. The service had provided sufficient safe and had taken into account the individual needs of children. This benefited children that required a smaller number of children per staff than that of one staff to eight children.

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 checklist for four staff employed since the last inspection were checked. All information was recorded appropriately.

Assessing risk, safety monitoring and management

There were written 'risk assessments', 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.

Parents did not enter the premises when arriving at the nursery with their child and again at collection time. The staff greeted parents and received either a verbal handover or transfer of the child's communication book.

Using medicines safely

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 checklist for the staff to follow on a daily basis.

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.

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 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). First aid training for one member of staff had lapsed by two weeks, the manager was made aware during the inspection and will arrange for training to be completed.

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

Supporting and developing children’s care and development needs

The nursery had nine staff working with the children of which staff records showed that six were Level 3 Qualified with a Child Care Qualification. Two were working towards achieving their award, and one with a qualification that covers working with children aged two years and over.

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 Journey’ that included; photographs, artwork, observations by the staff. Each year their learning journey book was given to the parents and a new one started.

Each child had a separate written review, which was given to parents for their comments.

Supporting a balanced diet

The service provided hot meals. These were prepared in the adjacent building and transported to the nursery. The daily menu was written and placed on the nursery entrance door for parents to view.

The manger stated that the service was flexible with the lunchtime. Therefore if children were sleeping or attending appointments with their parents, their meal would be kept and serviced when ready.

Working with other agencies to deliver effective care and support

Crossroads works with other services to identify families and children that may need additional support. The nursery try to support as many families that require their service and attend multi agency meetings.

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

We observed the staff warmly greeting parents at the front door. The children were welcomed into the nursery and encouraged to say 'good bye' to their and parent and say 'good morning' to their peers.

Children affectionately greeted each other in nursery and appeared to be happy to see each other.

We observed the staff interact with the children in a positive manner. Children were treated with kindness, compassion and included in making choices.

We observed the children playing alongside each other and with the staff. Any negative behaviour was observed to be handled in a positive manner, engaging with children and reinforcing positive actions. Children responded to staff requests and appeared to be happy and enjoying their time at nursery.

Children that needed some space and cared for in smaller groups was observed to be managed affectively. It was recognised that not all activities were suitable for all children. Children were provided with alternatives for example, whilst 'circle time' provided an opportunity for children to sit with each other and the staff and talk and share their 'news'. Other children found this activity challenging and preferred to be actively involved in other activities.

Babies (children under the age of two years), were provided with their own area for play and sleep. They had appropriate age related toys and staffed separately to the older age group.

Maintaining children's dignity, privacy and promoting independence

There were individual cubicles with privacy doors on the children's toilets. An area for changing nappies or soiled clothing was also available.

Children were supervised whilst using the toilet area and washing their hands.

We observed the individual needs and abilities of the children recognised and encouraged to be as independent as possible. For example, choosing activities, completing tasks such as creating and making pictures.

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 medical. Parents were able to inform the staff of the child’s likes and dislikes. Each child had a personalised care plan which enabled the staff to define if their staffing ratios needed to differ to provide extra staffing resources.

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

We were informed that there had not been any complaints received.

We were informed that parents were provided with an information booklet regarding the service when a parent makes an enquiry about the nursery. And this contained details of how to make a complaint.

Supporting children when dealing with significant events

Through discussion, the manager said that they would support the parents and invite them into nursery to discuss any changes in life that may affect the behaviour of their child. This would give them a clear picture that would enable them to help the child. This could include talking about the arrival of a new baby for example and encourage mum to bring the child into nursery and talk about what the baby can and cannot do.

The manager stated that reassurance would be given to the child and use resources for example; story books and dolls and even use role-play. For example; how to feed a baby using the doll.

We were also informed that the staff were aware of other services such as ‘Cruise Bereavement’ and that they could provide advice for parents how to contact them.

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 review form for parents, and parents provided with the opportunity to add comments on the review prior to being finalised.

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. Staff confirmed that they felt they could talk openly and that they were listened to.

Newly appointed staff confirmed that they had an 'induction programme' to ensure that they were aware of how the service operated. They felt that the induction was good and that they received a clear understanding of how the service and organisation functioned.

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

Crossroads is a recognised organisation. They have policies and procedures that we found to be thorough in detail. These were written in a corporate manner, the nursery would benefit from an 'easy read' version for the nursery.

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

Prior to a child starting at the nursery, parents were requested to complete information regarding the needs of the children.

Parental feedback confirmed that parents had been requested to review the record of information about their child and inform the setting of any changes.

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 with a written record of the outcomes and any actions to complete.

Working in partnership with parents.

We observed parents arriving at the nursery with their child. Parents and staff gave each other any information verbally at the start or end of the session.

The provider completed 'newsletters' and these are sent to parents. We were informed that parental questionnaires are sent out on an annual basis.

Parents of children under the age of 2 years were provided with a 'Communication book'. This enabled the staff and parents to provide written communication to each other. Parental feedback confirmed that the service had provided this for their child.

The child's 'learning journey' and 'my current interests and achievements record (review)' were given to parents on an annual basis.

Action we require the provider to take

Key areas for improvement

- Policies and procedures written in an easy read form