

Annual Inspection Report 2022-2023

Hopes and Dreams Childcare Centre at Tennis Road

Child Day Care Centre

28 November 2022



DHSC

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

Service and service type

Hopes and Dreams Childcare Centre at Tennis Road 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

Areas of improvement were identified as a result of this inspection.

The setting was decorated in neutral tones and furnished with soft furnishings that helped to create a peaceful, calm atmosphere. Play was child-led and there was a large range of natural materials for the children to play with.

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. Staff were positive about working at the setting and said they felt supported by the proposed manager and owners.

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 welcoming atmosphere.

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

- 'I think the setting is great at getting the children together and interacting with them, taking them on days out'
- The ladies are absolutely fantastic'
- 'I have found the staff responsive to our queries and have no concerns about raising any subject with them'
- 'Our [child] enjoys attending Hopes and Dreams at Tennis Road and I think that they seem to have a gentle structure that supports the development of pre-school children, preparing them both socially and academically for their reception year.'

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

About the service

The nursery operates from a one level premises situated in a residential area of Douglas. They are registered to care for 16 children aged two years and above between the hours of 9am – 3pm Monday to Friday and 40 children aged two years and above between 3pm – 3.30pm Monday to Friday. As well as operating the nursery, the setting also provides out of school care for school aged children.

The setting has a large open-plan playroom, children’s toilets, a kitchen, an office and staff facilities. Parents provide a packed lunch for their own child and well as their own supply of items to meet their child intimate care needs.

Registered manager status

The service does not have a registered manager but the proposed applicant is acting manager and currently going through the registration process. 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 14 November 2022. We visited the service on 28 November 2022.

What we did before the inspection

We reviewed information 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, parental feedback, notifications, complaints/compliments and any safeguarding issues.

Feedback was requested via email from 19 families who use the service. Two responses were received

During the inspection

We spoke with three members of staff and the proposed manager. Observations were carried out using an observational framework for inspection. This is a way of observing care to help us understand the experience of staff and children.

An inspection of all rooms was undertaken and a range of documentation was reviewed. This included a number of policies, completed medication and accident forms, children’s records and health and safety information. We also spent time looking at the application used by the setting and the records for three new members of staff.

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 requires improvement in this area.

This service was found to be safe.

Systems, processes and practices to safeguard children from abuse.

All staff at the setting have attended level 2 Safeguarding Children training and were aware of the procedure to follow should they have concerns about a child. There was a system in place for recording and reporting any concerns raised or disclosures made. The system was supported by a detailed, up to date safeguarding policy and a number of supporting policies.

A number of systems were in place to safeguard the children attending. Staff take turns carrying out intimate care tasks and a second member of staff was always in close proximity. The staff team were not permitted to have access to their mobile phones whilst they are working with the children and the open lay-out of the setting meant the team rarely work on their own as they are either all in the same room or within sight and sound of each other.

Staffing ratios and recruitment

Staffing levels were observed to be safe. As well as the proposed manager and deputy being on duty, there were two apprentices helping to care for the children. They were not included in the staffing ratios and suitable arrangements were in place to ensure both were supervised at all times. Examination of the setting's attendance records showed ratios have been maintained on other days.

The records for two new members of staff who had commenced at the setting since the last inspection were reviewed and evidence seen confirmed the provider had carried out all pre-employment checks prior to their respective start dates in order to ensure each was suitable to work with children. We also reviewed the record for a member of staff who had transferred from another Hopes and Dreams setting. As the staff member had not had a break in their employment, there was no requirement for new checks to be undertaken. The member of staff had signed up to the Disclosure and Barring Service check (DBS) update service and the responsible person had carried out an online check prior to them moving to the setting.

Due to the proposed manager currently going through the registration process, her staff file was not checked on inspection as all information is being reviewed by the Registration and Inspection team's registration officer.

Assessing risk, safety monitoring and management

Risk assessments had been carried out on all areas of the nursery. The assessments were accessible to the staff team via the on-line application used by the setting and in a folder in the office. Evidence showed they were being reviewed on an annual basis as well as when changes occur. Routine checks on the environment and equipment were up to date. Certificates and records were in place to evidence this.

The building was found to be secure and the arrangements in place ensured there could be no free access into the building and that no child could leave the premises without staff being

aware. Staff were vigilant in checking identity cards and ensuring visitors signed the visitor's book.

To enable the children to have free access to the toilets, wedges had been placed under the doors into the area to keep them open. At least of one the doors was a fire door and should not be wedged open. Discussion was had in regards to suitable solutions, such as installing a self-closing unit to the bottom of the door.

Routine tests and maintenance checks on the environment and equipment were up to date and were being carried out within the expected timescales.

Using medicines safely

Systems were in place for the safe administration of medication. There was an up to date policy in place and there was a designated place to stored medicines safely out of the reach of children. We were informed by the proposed manager there were no medicines currently being administered but were informed that the staff team would ensure any medicines received from the parents was clearly labelled with the child's name.

Prescribed medication is not accepted unless it is in the original packaging complete with the prescription label in order to enable staff to verify the medication to be given has been prescribed for the named child. Parents are asked to complete the relevant documentation prior to the administration of any medicines and all medicines given were witnessed by a second member of staff. Medication will only be administered once written parental permission is in place.

In order to meet the children's individual medical needs, members of the staff team have attended appropriate training to ensure they are able to administer specific medicines safely.

Preventing and controlling infection

There were a number of arrangements in place to help prevent the risk of infection. Personal protective equipment (PPE) was available and being used by the staff team and parents are asked not to send their children to the nursery if they have an infectious illness. There was an up to date policy in place to support this.

The staff team were responsible for cleaning the setting and all rooms, communal areas, resources and equipment were found to be clean and in good condition.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure fire doors are not wedged open

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 requires improvement in this area.

This service was found to be effective.

Staff skills, knowledge and experience to deliver effect care and support

The proposed manager and named deputy had the appropriate qualifications, knowledge and experience to promote and encourage the children’s development and learning. Other staff at the setting were training to gain their respective level 2 and level 3 childcare qualifications through the government apprenticeship scheme. The setting’s responsible person had implemented a mentoring programme to support the two apprentices with their learning. One apprentice we spoke to told us the responsible person ‘visits every Tuesday’, she ‘is learning a lot’ and ‘feels very supported by everyone’.

All mandatory training was up to date and the owners have devised an in-house training programme to enable their staff to continue their professional development.

Supporting and developing children’s care and development needs

The nursery follows the Curiosity approach supported by In the Moment planning. The team had ensured the environment supported the ethos of the approach as the walls were decorated in neutral tones and there were soft furnishings and areas that enabled the children to relax and feel comfortable.

Children had easy access to all resources which allowed them to choose what they wanted to play with. There was a wide variety of resources made of wood or other natural materials and we observed the children using them imaginatively in their play throughout the inspection.

Regular observations were being carried out and were shared with parents on the on-line application used by the setting. We were informed the team do not record planning or use any type of assessment sheets to monitor children’s progress as staff know the children well and use their knowledge and experience to monitor and assess their developmental progress. The benefits of implementing a written system that supports the staff team was discussed.

Supporting a balanced diet

Parents provide their own child’s lunch and these were observed to be safely stored. The setting was actively encouraging awareness of eating a healthy, balanced diet. There were posters displayed around the setting that provided information about food groups, eating well and the recommended daily intakes such as ‘five a day’.

Relevant information had been shared with the staff to ensure they were aware of the children’s dietary requirements and preferences.

Lunchtime was observed to be very relaxed. The children were not rushed to eat their food and staff spent time talking to them while they were eating. It was a very social occasion that ensured children were able to enjoy mealtime. Some children ate slower than the others and, when the children who had finished their lunch left the tables to play, staff continued having conversations with the remaining children until they had finished eating.

Working with other agencies to deliver effective care and support

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

Action we require the provider to take

Key areas for improvement

- Action is needed to devise and implement a system to ensure the planning cycle is effective.

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 atmosphere at the nursery was slow-paced, calm and peaceful. Staff were attentive and caring toward the children and had established a comfortable relationship with them. The children appeared relaxed around the staff team and we observed lots of conversation and shared laughter throughout our time in the setting.

At lunchtime, staff turned the messy play area into a dining area. The children's lunches were taken out of their lunchboxes and put on plates or in bowls while the children were washing their hands before sitting down to eat. Staff had made the area inviting to the children as they had placed a vase of flowers on each table and set each table with the children's lunches. The attention to detail and the added touches by the staff showed they valued and respected the children.

Maintaining children's dignity, privacy and promoting independence

Arrangements in place throughout the nursery supported staff in maintaining the children's privacy and dignity. Intimate care was being carried out in the children's toilets and modest doors were in place on the toilet cubicles to ensure privacy and dignity was maintained for children who toilet themselves.

All information was held securely and staff were aware of the need for confidentiality and signed agreements were in place.

The children's independence was being promoted and during our visit we observed the children confidently choosing their own activities, taking themselves to the toilet without an adult and putting their drinks bottles and chairs away after lunch.

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 children starting at the setting, 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.

Parents are also asked to complete an ‘All About Me’ booklet. The booklet asks for information that helps the team know about things the child likes, what bothers them, what makes them laugh, sad, happy and angry, their favourite stories, nursery rhymes, foods and toys. It also asks who they live with, what pets they have and what they can do by themselves. This information had been shared with the team to ensure they were aware of each child’s individual needs.

There were resources throughout the setting that reflected equality, diversity and inclusion. We were informed the team felt it was important to ensure everyone at the nursery felt valued and that children develop an awareness and respect of the world around them.

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

The setting had a detailed, up to date policy in place. A copy was displayed by the entrance for parents to see. There have been no complaints since the last inspection. Parents said they found the proposed manager and staff team approachable and would be happy to raise any concerns with them. We were informed any concerns or complaints would be discussed with the team and used as an opportunity to learn and improve.

Supporting children when dealing with significant events

The setting had a Bereavement policy and Separated Family policy that included procedures to support the staff when supporting children and their families dealing with significant events. There were also a variety of resources available for staff to use with the children to help them understand what was happening. Staff would be vigilant and additional observations would be carried out to ensure the child was being appropriately supported.

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.

The team at the nursery is newly formed and the proposed manager had not been in post long. We were informed one team meeting had been held to enable the team to get to know one another but one to one supervisions with the staff team have not yet commenced. It is the proposed manager's intention to begin to hold team meetings and commence carrying out regular one to one supervisions in the new year.

Hopes and Dreams have a set of core values for their staff team to follow. In order to motivate staff and create a positive culture, the nursery has postcards that reflect the five core values. Staff are encouraged to use the cards in order to recognise each other's contributions. The proposed manager said she was 'proud of the team' she has joined and found them to be 'forward thinking and enthusiastic to develop their skills and the environment to support the learning opportunities for the children. This is how the core value Pursue Growth & Learning to Drive change shows up in practice'.

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

The proposed manager was clear about her role, regulatory responsibilities and the process for becoming the setting's registered manager. She said she felt well supported by the directors of Hopes and Dreams and found her induction to be informative and detailed. She said she found the monthly meetings with the managers of the company's other nurseries very useful and supportive.

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

Staff said they enjoyed working at the setting and found the nursery to be a 'supportive environment', 'they really enjoy coming to work' and they 'have as much fun as the children'. Although supervisions have not been undertaken, staff informed us the proposed manager was always talking with the team and they felt listened to.

Parents said they were happy with the care being provided and felt informed about their child's day. The nursery also have an on-line application that enables parents to provide feedback/reviews about the service being provided. We were shown copies of the reviews left by parents and all comments were positive and complimentary.

Continuous learning, improvement, innovation and ensuring sustainability.

The proposed manager explained she has carried out an initial audit of the premises, resources and equipment and plans to do this regularly. Information from accidents, incidents, concerns and compliments had been assessed in order to identify any common trends and should any be found, actions would be taken to improve the service being provided.

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. Parents said they liked the use of the application and found the staff to be approachable and responsive.