

Annual Inspection Report 2022-2023

SUNSHINE NURSERY

Child Day Care Centre

13 September 2022



Isle of Man
Government
Kelleys Eilan Vannin

DHSC

We carried out this announced inspection on 13 September 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Sunshine 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

Good relationships built and maintained with the parents of the children using the service. Parental feedback has confirmed good communication systems and activities that involve the parents.

Staff and management had a good working relationship, creating an established team with each understanding their individual roles.

Children appeared to be happy and cared for. There were plenty of varied activities throughout the day. These include both indoor and outdoor.

The following are some of the comments from parents:

- Lots of outdoor play, general child welfare (sun care, additional clothing, feedback on feeding and nappies etc)
- They pay really close attention to my child and his needs.
- Personable care. Creative play. Home from home environment. Encouraging individual interests.
- They are brilliant at responding to parental concerns and discussing directly with the child.
- Lots of play outside
- Themed days like pamper days, splash days
- Annual nativity, Parties like Halloween, Easter, Christmas etc
- Learning about food through taste, like different fruits and vegetables

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

- Minutes of staff meetings to contain details of agenda and outcomes
- Staff and service would benefit from more than two staff supervisions a year
- Written record of staff lunch breaks to be kept. This includes when staff remain on the premises but not working with the children.

About the service

Sunshine Nursery is situated in Santon in a rural location. They are registered to provide care for eighteen (18) children in total between 0 - 5 (zero to five) years of age. Of which no more than six (6) children shall be under 2 (two) years of age.

There is a dedicated baby playroom and area for nappy changing. There is also a designated outside play area for this age group.

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

The setting does not offer hot meals for the children and parents were requested to provide their child with a healthy options packed lunch including snacks. There was also a small kitchen.

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 6 September 2022. We visited the location's office/service on 13 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. Staff supervision and staff meetings, as well as a variety of documents relating to the management of the service.

An inspection of all rooms and areas was undertaken.

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.

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 require an improvement 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 provider confirmed that she had not had to report 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

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).

The service had not recruited any new staff since the last inspection.

The setting recorded the arrival and departure times of the staff (staff register), however did not record when staff were on lunch breaks. A record to be kept is needed to reflect the time when staff are not working directly with the children (lunch breaks), regardless of whether they remain on the premises.

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 manager stated that they do a daily assessment of the premises do ensure everywhere is safe prior to children arriving but this is not in written form.

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. Suitable storage was in place.

Preventing and controlling infection

The premises were clean and in a good state of repair and decoration. We observed the children washing their hands prior to snack time and after using the toilet.

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

Action we require the provider to take

Key areas for improvement:

- Written record of staff lunch breaks to be kept. This includes when staff remain on the premises but not working with the children

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 effective 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).

Staff were encouraged to attend training provided by the Department of Education, Sport and Culture.

Supporting and developing children’s care and development needs

The nursery had six staff working with the children of which staff records showed they were all Level 2 or above Qualified with a Child Care Qualification.

The staff were aware of EYFS (early year’s foundation stages), a system for monitoring and recording children’s learning milestones. The nursery use ‘tapestry’, which is a computer application (app), that can be used to communicate between the staff and parents. This allows the staff to input the individual child’s development goals/ achievements. There is a section called ‘all about me’, which enables the parents to write about their child including likes/ dislikes and any concerns.

Parents had confirmed that they received information about their child’s progress, ‘verbally, messages, daily record sheet (for under 2 year olds) and through ‘tapestry’.

Supporting a balanced diet

The service did not provide hot meals or snacks. Instead, parents were requested to provide their child with a suitable packed lunch and sufficient snacks for the day. If these contained perishables, parents were requested to supply an ice pack. Children could take their snack outside at playtime if they had finished.

We were told meal times were flexible and could be changed if the children were hungry before the usual snack and lunch times.

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 had not had to access the services of any other agencies.

The manager was aware of the referral system for PSAC (preschool assessment centre) and would seek guidance from them 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

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.

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.

Maintaining children's dignity, privacy and promoting independence

The children's toilets were located adjacent to the playrooms. There were individual cubicles with privacy doors. An area for changing nappies or soiled clothing was also available. A separate nappy changing area was located in the room for the children under two years of age.

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, we observed children being encouraged to put their own coats on before going out to play, with staff providing assistance if needed. Help was given to children at snack time, for example peeling skin off fruit, the child was shown how to complete the task before encouraging them to finish.

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 cultural, behavioural and social.

The service use ‘tapestry’ which enables them to complete a section called ‘all about me’. This section enables parents to inform the staff of the child’s likes and dislikes. Tapestry is an ongoing line of communication between the provider and parents. It enables both sides to input information that can only be viewed by the individual parents. This is by having a unique ‘log in’ code.

The setting was divided into two areas, one for the under two year olds and the other for older children. This ensured that the needs of the different age groups were being met. A ‘daily diary’ record sheet for the under two’s was completed by the staff and sent home with the child each day.

We observed parents verbally providing information to the staff when arriving with their child at the nursery.

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. The complaints policy was also included on the ‘tapestry app’ for parents to view.

We were informed there not been any concerns or complaints.

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.

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 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 'tapestry' and a unique log in reference. A section called 'all about me' provided an area for parents to complete to inform the setting of further information about their child.

Weekly planning was displayed in the play rooms with the flexibility to change plans in accordance with children's needs and preferences. On the day of the inspection reference was made to discussing topics not pre planned.

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

The registered manager was well established at the nursery, and able to provide leadership and guidance to the staff team. Roles and responsibilities were acknowledged by all the staff.

We discussed the frequency of staff meetings and sampled the minutes taken. These consisted of topics discussed but needed to provide more detail of the outcome and what was agreed by the team.

Risk assessments were in place and amended as and when needed. The staff confirmed that they had been involved in completing the risk assessments.

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.

The setting uses the 'tapestry 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.

Parental feedback confirmed that they use the tapestry app along with 'face book messenger' and verbal communication at drop off and collection times.

One parental comment did include they would like more individualised updates on their child's daily care and less gaps between progress updates. This was discussed with the manager.

Continuous learning, improvement, innovation and ensuring sustainability.

The provider ensured that the team received mandatory training to ensure that the service functioned safely. The training matrix highlighted the training undertaken by each staff member.

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

The benefits of staff supervision were discussed with the manager and that more formal supervision throughout the year would be beneficial to both the individual and the nursery. It was noted that the manager and the team confirmed that they did have 'daily catch ups', these were not placed in writing.

Working in partnership with parents.

Parents and staff gave each other any information verbally at the start or end of the sessions.

The 'tapestry app' provided an opportunity to gather and forward information.

The section of 'all about me', record enables a parent to give details regarding their child's likes/ dislikes, places they like to go and interests.

The provider completed 'newsletters' on a monthly basis and sent these to the parents via the 'app'. We viewed one of the newsletters and it was welcoming parents to enter back into the nursery to arrive with their child and to collect them. This had been halted due to 'Covid'.

Parental feedback confirmed that they had been involved in activities with their child, for example; sports day, themed pamper days and parties.

Action we require the provider to take

Key areas for improvement

- Minutes of the staff meetings to include more detail
 - Staff to receive more formal written supervision