

Annual Inspection Report 2022-2023

Sandcastles at Cronk Y Berry Pre school

Child Day Care Centre

8 March 2023



DHSC

We carried out this announced inspection on 8 March 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Sandcastles at Cronk Y Berry Pre-school 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

Children were occupied at all times with activities. They appeared to be happy and were able to move freely and make choices of what activity they wanted to participate in.

There was a small staff team that appeared to understand their roles and worked together as a team. The managers worked part time and had incorporated a 'handover' period midweek to ensure information was being transferred smoothly.

Parents comments had been listened too and this included in the children's daily to routine. An example of this was to include outings off the premises.

The following are comments from parents

Staff are enthusiastic and it is apparent that they truly care about the children.
Nursery is always clean and happy looking (not run down as I have seen in other nurseries)
Very clear lines of communication – I know I can trust that they will call if they have any concerns throughout the day.

Action was taken to complete the requirements from the previous inspection.

SECTION B The Inspection

About the service

The registered person must not look after more than twenty (20) children at any one time between the age of 3 - 4 (three to four) years of age.

The setting is located at Cronk Y Berry Primary School in Governors Hill, Douglas. The provider has a contract/lease agreement with the Department of Education, Sport and Culture.

The provision consists of a play room and toilets and access to an enclosed outside play area. The service provides care during usual school term times and hours.

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 3 February 2023. We visited the location's office/service on 8 March 2023.

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

A range of records were reviewed including seven children's individual care records. A variety of documents relating to the management of the service were also viewed.

An inspection of all rooms and areas was undertaken.

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 parents.

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 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. A proposed revised recording system was discussed. We were informed that there had not been any concerns.

From the information provided, all of the staff had completed their Level 2 Safeguarding Training.

Staffing ratios and recruitment

There were sufficient suitably qualified staff employed at the setting.

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).

There were no new staff employed since the last inspection

Assessing risk, safety monitoring and management

There were written 'risk assessments', undertaken that included the premises, activities both indoor, outdoor and for outings. The entry door into the building was locked, this ensured that children could not exit unsupervised and unauthorised persons could not enter without permission.

Using medicines safely

There was no medication being stored at the setting, but they had an identified area for storage if needed.

The nursery had a policy for the safe storage and administration of medication.

There was a recording system for the safe administration of medication that included; details of the medication, dosage, times given and who gave it. Parents were required 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 we were told that the landlord provided staff to ensure the preschool area was cleaned daily. The manager stated that they 'spray' cleaned the toys daily and gave them a deep clean monthly. We observed surfaces wiped down during the day as needed. Toys and resources were clean but the framework on the children's chairs and tables require re painting.

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:

- Revised format for recording any potential safeguarding concerns
- Repaint the framework of the children's chairs and tables

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 effect care and support

There were sufficient qualified staff with an appropriate childcare qualification. Information provided showed that staff had undertaken mandatory training including; safeguarding children, first aid and food hygiene (if handling food).

Supporting and developing children’s care and development needs

The staff were aware of EYFS (early year’s foundation stages), a system for monitoring and recording children’s learning milestones. The provider use ‘Tapestry’ Learning Journal (an online app) to record the observations the staff had completed of the child. This enables the staff select the learning goals the child had achieved and share this with their parents. We were told that the team aim to include two observations a week per child on Tapestry. This also provides an opportunity for parents to make a comment.

Supporting a balanced diet

The service did not provide meals. Parents were requested to provide their child with a ‘packed lunch’. Safe storage of lunch boxes were discussed and systems to check that an ice pack was in each child’s lunch pack.

Working with other agencies to deliver effective care and support

We were told that the nursery works with other agencies when required to ensure that the team can best meet the needs of the individual child.

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

We observed the team interacting in a positive and caring manner. Children were supported through play, and encouraged to participate in activities. Children were observed to play alongside each other. One child was heard to remind another that he'd forgot to collect his drinks bottle at lunchtime. The child was very caring and made sure the other child got his bottle.

Circle/ story time gave an opportunity for the children to sit together and listen and answer questions about the story. Children's behaviour was managed positively with praise and words of encouragement. The staff talked about planting seeds and bulbs in pots and asked questions about how plants grew and how to feed/ water them. The children answered questions and then individually with a staff member plant their own seeds in a pot and label them.

Maintaining children's dignity, privacy and promoting independence

Toilets and wash hand facilities were located next to the main playroom. There were individual toilets with doors to provide privacy. The staff maintained a record of when a child had a nappy change and also when the area was cleaned.

Children were encouraged to use the toilet when they needed and to wash their hands.

The playrooms were set up with activities that enabled the children to choose what they wanted to play with. They could move from one activity to another when they wanted.

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. There was a sheet for parents to complete that informed the staff of the child's likes and dislikes.

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 wall in the area that children place their coats.

Supporting children when dealing with significant events

We spoke to the manager regarding supporting children through significant events in their life. We were told that they had not had any situations where they had experience a child having any difficulties. The manager informed us that they had resources such as toys and books and they would use these to talk with a child either individually or in 'circle time' as a group.

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.

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.

Topics and activity planning was displayed in the playroom. The manager told us that they have 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.

Roles and responsibilities were acknowledged by the staff. The service has two registered managers (each working part time) and a further qualified staff member.

The managers were aware that they had overall responsibility for the day to day running of the service. The managers were included in the staff to child ratio and worked alongside the rest of the team. They were aware that should the service have more than twenty children in attendance at any one time that the manager would become supernumerary.

We discussed the frequency of staff meetings (weekly) and sampled the minutes taken. Discussion took place re the need for weekly meetings and if these could take place at wider intervals providing agendas and more detailed outcomes.

Risk assessments were in place and clearly visible on the walls in all areas.

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

As previously stated parents were requested to provide information to the setting about their child prior to starting.

The setting has a 'facebook' site to communicate with parents and show what the children do at nursery. Also observations and photographs of children during activities are provided to parents via the 'Tapestry App'.

Continuous learning, improvement, innovation and ensuring sustainability.

The training matrix showed that the team had all completed their mandatory training for example; first aid and safeguarding.

There had not been any new staff at the setting and therefore no 'staff induction records' to check.

Supervisions of staff were completed and recorded, including a formal appraisal. Regular supervision provided an opportunity for the team as individuals to reflect on their working practice.

Working in partnership with parents.

The setting had a Facebook site that included photographs of the children and an opportunity to inform parents of planned activities. Parents were requested to sign to agree to their child's photo being placed on a public site.

The manager explained that the setting has prearranged 'stay and play' days. These are sessions where a small number of parents at a time are invited to stay with their child and join in the activities. This provides an 'insight' to the child's day and how they learn through play.