

Annual Inspection Report 2022-2023

Shelleig Kindergarten

Child Day Care Centre

10 January 2023



DHSC

We carried out this announced inspection on 10 January 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Shelleig Kindergarten 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

The staff team worked extremely well together. They all communicated with other and were aware of each person's whereabouts and their own individual tasks.

On the day of the inspection the fire alarms had sounded unexpectedly. The fire department attended and it appeared to be possible dust in one of the detectors. The staff reacted calmly and carried out an effective evacuation of the premises. Children were all relocated to the adjacent Beehive Kindergarten until the fire department gave permission for the children to return.

The age group of the children present during the fire alarms sounding were all under 2 years of age. Some of the children were understandably slightly upset, but were comforted and soon settled.

The premises had been redecorated throughout included a new roof. The staff had been asked for their opinions prior to the decorating taking place.

The presence of a 'general maintenance' person proved to be beneficial on the day of the inspection. Any problems were quickly acted upon to find a solution or make amendments.

The following are parental comments

- 'The staff are fantastic and instantly put me at ease when sending my ***** there at such a young age. They are super supportive, always listen and discuss options when we've had to change ***** schedule/started weaning etc. and are an all round delight'.
'They are firmly part of our parenting team

Requirements from the last inspection were actioned

About the service

The registered person must not look after more than twenty four (24) children on the first floor of the premises and the children looked after are to be aged two years and above; and twenty two (22) children on the ground floor of the premises and the children looked after are to be under the age of two years.

The premises is located in Onchan and owned by the provider. Children aged 2 years and above were based on the first floor and children under the age of 2 years were on the ground floor. Each age group had dedicated play rooms and there were sufficient toilets and sleep rooms/ areas. There was a play area for the children under 2 years to the side of the play room and easily accessible. Children were able to benefit from the play area behind the Beehive Kindergarten located in the same area.

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 7 December 2022. We visited the location's office/service on 10 January 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

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. 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.

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 improvements in this area.

This service was found to be safe

Systems, processes and practices to safeguard children from abuse

Prior to the employment of staff the provider has a process of recruitment, this includes undertaking pre-employment safety checks, these include; seeking references, social services background check and DBS (disclosure and barring service – police check). Three staff had been employed since the last annual inspection, and a record showed that the provider had undertaken the relevant checks.

Staffing ratios and recruitment

The staffing rotas were organised to ensure that two staff would work together to prevent staff working alone and being placed in a vulnerable position. The staffing ratio was based on 1:3 for children aged 0-2 years and 1:8 for children aged 2 years and above.

Assessing risk, safety monitoring and management

The provider had a policy for 'Safeguarding children' that includes a procedure to implement in the event of any signs of abuse or any concerns identified by staff, management or parents.

Records showed that safeguarding training had been completed with one person awaiting their certificate.

We were informed that there had not been any safeguarding concerns, but the manager was able to explain the process for reporting any issues.

There was a named person (registered manager) that took responsibility for reporting any concerns should the need arise.

The premises were locked and children were observed to be supervised at all times. Parents were greeted politely and respectfully when they arrived with their child and a 'handover' that included a verbal exchange of any information necessary took place. All visitors were requested to sign in and out, and there was a daily record of the staff and children attendance.

Risk assessments were in place and these included the toilet area where the children's toilets had privacy cubicles. A record was being kept of the staff that had changed a child's clothing or nappy.

Using medicines safely

There was a policy regarding the storage and administration of medication. Medication brought in from home had been stored safely and labelled with the individual child's name.

We were told that none of the children had any medical conditions that required specific medical Staff records showed that they had received first aid training.

Preventing and controlling infection

The premises were clean and there was a daily checklist to ensure the premises were clean and safe prior to children entering the building. This included daily fridge temperatures being recorded two to three times a day. Records showed that the temperature of the fridge at times had been below the minimum levels for storage of foods etc. This was discussed with the manager and one of the company directors who acknowledged that a new fridge would be the best way forward.

Staff and visitors were requested to use 'antibacterial hand gel' when entering the building.

On the day of the inspection there was a heavy rain fall and strong winds. Although the provider has stated all rooms were checked on arrival, shortly after there was a small amount of rain running down the interior wall of one of the rooms. The provider has a 'general maintenance' person that was on site at the time and was able to deal with the problem. The room had dried up very quickly and the provider contacted the company that had placed a new roof on the building recently for a more permanent solution. We were informed that the 'company' would visit once the weather permitted to do this safely.

Action we require the provider to take

Key areas for improvement:

- The fridge needs to be regulated to ensure the minimum suitable temperature is achieved.

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. The training matrix 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 used the ‘family app’, (a system that can be accessed by the parents to view their child’s records). Children’s photographs, artwork and observations by the staff would be placed on the system.

A daily record of the children aged 0- 2 years were being recorded on the system to inform parents of their child’s; food/ drink intake, sleep routine, nappy changes and any observations made.

There was also a board in the entrance corridor that had a place for staff to put individual notes (quick observations) each child aged 0-2 years.

We were told that the parents of children aged 2- 4 years received a monthly observation report regarding their child’s progress along with photographs.

Supporting a balanced diet

We were informed the nursery provided a cooked meal and snacks (mid-morning and afternoon) for children aged 2 years and above.

Parents are requested to provide a packed lunch for their child aged 0-2 years should they be staying past lunchtime.

On the day of the inspection there were no children in the building aged above 2 years.

Working with other agencies to deliver effective care and support

The manager told us that she was able to access other agencies for help and advice if needed. She said that other services would be welcome to attend the nursery to provide help and support if needed, but they have not had to require any assistance.

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 and compassion. The children appeared to be content and comfortable with the staff. One staff member said that she felt the children were 'settled and in a homely environment'.

Extra care and sensitivity was observed when managing the children to evacuate when the fire alarms unexpectedly sounded. Children were relocated to the adjacent nursery until it was safe to return. The children coped extremely well with the sound of the alarms and the whole evacuation process.

Maintaining children's dignity, privacy and promoting independence

The children's toilets were located in close proximity to the playrooms. There were individual cubicles for older children upstairs. An area for changing nappies or soiled clothing was also available for both the older and younger children.

We observed that the children had their nappy changed on an individual basis, as and when needed.

On the day of the inspection there were no children accessing the upstairs area, therefore there were no children over the age of 2 years present.

Independence was encouraged at an age appropriate level. We observed that the children were supervised at all times by the staff. Children were 'finger feeding' or using a spoon at meal times and holding their own drink bottle. Through play children were climbing low level ramps and choosing toys to play with.

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 setting parents are requested to complete a child information record. This provided information about the child’s individual needs including cultural, behavioural and social. This enables the setting to establish the individual needs of the child.

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 dining room downstairs. This would be better placed on the wall in the entrance hall for all parents of each age group to view. A folder of policies and procedures for the service were available in the entrance hall.

Supporting children when dealing with significant events

We spoke to the manager regarding supporting children through significant events in their life. We were told they would discuss any situations or changes with the parents and help to provide support. Children’s behaviour would be observed to note any significant changes and discussed with the parents.

The provider had stated ‘the arrival of a new baby is a celebration which is wonderful to discuss in circle time. We have also had parent bring babies into nursery for ‘roots of empathy’ sessions where older sibling can tell their friends about their new baby brother/sister and what they need to do to look after baby’.

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 the 'family app' and a unique log in reference.

We were informed that the service uses a system called 'in the moment planning' when it came to planning activities for the children. The provider told us this followed child's interests as opposed to formal planning.

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. The setting is in the process of providing an additional registered manager, to enable each to concentrate in specific areas. This means that the existing manager will continue to work mainly with the 0-2 years and the proposed new registered manager (an existing member of the team) with the older age group.

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.

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 '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.

One parent stated 'They are super supportive, always listen and discuss options when we've had to change **** schedule/started weaning etc. and are an all-round delight'.

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.

New staff received an 'Induction Period' with a written record of their individual progress. Having viewed one of the records, it showed that from the information provided by the manager that the record had not been completed.

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 said they did have 'daily catch ups', each morning 'but 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 'family app' provided an opportunity to gather and forward information.

The nursery did not provide 'newsletters' or request formal feedback questionnaires to parents.

Action we require the provider to take

Key areas for improvement

- Staff meeting agenda and minutes require more detail
- Staff and nursery would benefit from more staff supervisions through the year
- Induction record for staff needs to be completed