

Annual Inspection Report 2022-2023

TODDLERS UNITED PLAYGROUP

Child Day Care Centre

31 January 2023



Isle of Man
Government
Kelleys Eilan Vannin

DHSC

We carried out this announced inspection on 31 January 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Toddlers United Playgroup 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 were able to speak to some of the staff and observe their interaction with each other and the children. Everyone appeared to be happy and enjoyed working at the setting.

Opportunities for outdoor play were easily available. The setting had their own dedicated play area to the rear of the building and also had a large field to the front where children could go on nature walks with the staff.

There was one large playroom that provided space for varied activities to be available at any one time. Children aged 2- 4 years were all in the one area and played together. The staff team managed the two age groups joined up positively and effectively. There were times when the 3-4 year age group were separated to do various activities to meet their needs and stages of development.

The following are parental comments

'My child settled, 'loves coming to nursery'

'I like that children aged 2-4 years are together and not separated'

'Like the setting, big open area to play, children go out a lot'

'We receive information by facebook or messenger with photos'

'Our **** is just over 2 years old and the attention **** is given has been excellent'.

'Staff are friendly and professional, talking through **** days and listening to what we have had concerns about'.

'Facilities both inside and importantly outside are developmental and I feel safe that **** is looked after and nurtured whilst there, in line with our expectations'.

'As a parent I have been supported every step of the way'

'**** has settled in beautifully and enjoys each day **** attends, running in to see what games or activities are available'

'TU has supported **** growth and development, and **** has made lots of lovely friends during **** time with them'.

'The staff at Toddlers United have all been very accommodating and understanding. Each morning we are welcomed into the nursery with friendly faces. The extra activities they put on (Christmas shows, parties etc) have all been amazing and honestly I could not fault them in any way'.

Requirements from the last inspection were actioned

About the service

Toddlers United Playgroup is registered to provide care for a maximum of forty children at any one time, aged 2 years and above. The provider does not own the premises but has a contract with the owners for use of the facility within contracted times.

The building provides a large open playroom with plenty of space for children to play and learn. There is a separate room for office use and for children to have a sleep if required. The kitchen has a 'hatch' opening that enables the staff to continue to view the play area. Toilets are located in the corridor behind the playroom.

There is a dedicated outside play area to the rear of the property and a large field to the front. The field to the front provides an area for children to go on nature walks without having to exit onto a main road.

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 8 December 2023. We visited the location's office/service on 31 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.

After the inspection

We were provided with telephone contact details for parents as email addresses were unavailable. The provider agreed to place a message on the settings 'private' facebook site with the contact details for the inspection unit, should they wish to provide any feedback in respect to the service they receive.

SECTION C Inspection Findings

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. We were informed that there had not been any concerns.

From the information provided, all of the staff had completed the Isle of Man Safeguarding Training. 'Classroom' based training (face to face) had not been available for staff to attend and therefore the newly appointed staff had completed 'online' training in the interim period. Through discussion the manager has agreed that the classroom based training will be completed at the next opportunity provided.

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).

The checklist for 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.

The entry door into the building was locked to ensure that children could not exit unsupervised and unauthorised persons could not enter without permission. The premises have large windows and glass doors which made it easy for the staff to see parents arriving.

The fire log book indicated that the fire detection system was being tested at appropriate time intervals. There was no evidence to support that the fire extinguishers had been serviced in the last twelve months. This was discussed with the manager, who informed us that she would contact the landlords to confirm the date of the service.

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. The premises were clean and we observed the staff cleaning surfaces and floors after the lunch period. The skirting boards and other areas in the playroom would benefit from redecoration.

Action we require the provider to take

Key areas for improvement:

- Fire extinguishers must be serviced annually

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). 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 staff were aware of EYFS (early year’s foundation stages), a system for monitoring and recording children’s learning milestones. Each child had a ‘Learning Journal’ that included; photographs, artwork, observations by the staff.

Supporting a balanced diet

Parents were requested to provide their child with a suitable packed lunch. These were stored appropriately in the fridge. The setting did provide snacks and we observed the children being offered fruit on the day of the inspection.

The manger stated that the service was flexible with the lunchtime. Children were encouraged to finish their meal without being rushed.

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. Parents were greeted at the door when collecting their child at lunchtime and were spoke to in a friendly and respectful manner. Exchange of information took place and the inspector had the opportunity to speak to some of them.

Children were supported by the staff through play, the interaction between both was child led. Children were observed to play alongside each other and could move from one activity to another. Children's behaviour was managed positively with praise and words of encouragement. During circle time the children sang nursery and action rhymes. Some of the younger children found it more difficult to sit for that period of time and they were able to go and choose another activity. The staff were aware of the children's activities, observed them and embraced their individuality.

A member of staff commented, 'I like the big room, were all together and work as part of a team'. 'I like watching the children grow and develop'.

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. Opportunities for independence were discussed with the manager and she gave us examples of how children were encouraged to open their own lunch boxes and putting their own coats on (age appropriate).

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.

Parents had confirmed that they received ‘personal messages’ from the staff via the ‘messenger’ to inform them of their child’s activities or accidents etc.

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 playroom.

We were informed that the provider had not received 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 and discuss any changes that may affect the child’s behaviour. We were told opportunities such as ‘circle time’ were used to include talking about the arrival of a new baby. The setting had books to use for an aid to talk to the child. The manager stated that they would make a card for the parents of the child and sometimes a parent would bring the baby to the nursery for the children to see the new arrival.

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.

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

Staff team meetings had taken place on an annual basis, records showed that 'agendas' had been provided to staff with an opportunity for them to add topics they wished to discuss. There were written 'minutes' that included areas discussed and outcomes. The manager had undertaken an 'annual review' of each staff relating to work performance and attendance.

We were informed that the manager spoke to individual staff on a regular basis but did not keep a written record. We discussed the benefits of regular staff meetings and 'one to one' staff supervisions supported with written outcomes and progress of individual goals.

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.

There was a 'facebook' site for public viewing to promote the provision. Also a private facebook site for the parents of children attending the nursery. Parental permissions had been sought to place their child photos on the sites. Parental feedback confirmed that they received regular information by facebook or messenger and at the time of collecting their child. Staff commented 'I enjoy working here, the staff are all friendly'.

Continuous learning, improvement, innovation and ensuring sustainability.

The staff records showed that the staff were undertaking training. Records of individual induction periods had been completed and were ongoing.

Staff meetings had taken place with a written record of the outcomes and any actions to complete.

Working in partnership with parents.

As previously stated there was a private facebook site that allowed the staff and the parents to communicate/ transfer information to each other. We tried to view the private site but were unsuccessful showing that restrictions had been imposed.

We viewed newsletters that had been sent to parents regarding information about the service and event dates.

Parental feedback confirmed that they received information from the provider on a regular basis.

Each child had a 'Learning Journal' where the staff place observations, photographs and art work. The manager stated that this journal will be sent home with the child when they leave the service to go onto school.

Action we require the provider to take

Key areas for improvement

- More than one staff meeting a year
- Written supervision for all staff more than once a year