

Regulation of Care Act 2013

Child Day Care Centre

Hopes and Dreams at Ballasalla

Desk-top inspection

Undertaken: 30 July 2021

Announced Premises Inspection

Undertaken: 19 January 2022

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Part 1 - Service Information for Registered Service

Name of Service:

Hopes and Dreams at Ballasalla

Telephone No:

07624 348814

Care Service Number:

ROCA/P/0158F

Conditions of Registration:

That from 10th June to 1st September 2021 the nursery will provide care for a maximum of twenty four (24) children. 23 (Twenty three) of whom will be age 2 (two) and over with 1 (one) child under 2 (two).

Registered company name:

Hopes and dreams Ltd.

Name of Responsible Person:

Gary Peirce

Name of Registered Manager:

Delores Merino Badia

Manager Registration number:

ROCA/M/0261

Date of latest registration certificate:

29 June 2021

Date of any additional regulatory action in the last inspection year (ie improvement measures or additional monitoring):

None

Date of previous inspection:

First since registration

Person in charge at the time of the inspection:

Delores Merino Badia

Name of Inspector(s):

Becci Réa and Jenny Percival

Part 2 - Descriptors of Performance against Standards

Inspection reports will describe how a service has performed in each of the standards inspected. Compliance statements by inspectors will follow the framework as set out below.

Compliant

Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. In most situations this will result in an area of good practice being identified and comment being made.

Substantially compliant

Arrangements for compliance were demonstrated during the inspection yet some criteria were not yet in place. In most situations this will result in a requirement being made.

Partially compliant

Compliance could not be demonstrated by the date of the inspection. Appropriate systems for regular monitoring, review and revision were not yet in place. However, the service could demonstrate acknowledgement of this and a convincing plan for full compliance. In most situations this will result in requirements being made.

Non-compliant

Compliance could not be demonstrated by the date of the inspection. This will result in a requirement being made.

Not assessed

Assessment could not be carried out during the inspection due to certain factors not being available.

Recommendations based on best practice, relevant research or recognised sources may be made by the inspector. They promote current good practice and when adopted by the registered person will serve to enhance quality and service delivery.

Part 3 - Inspection information

The Inspection report is based on the information provided as part of the pre inspection desk top analysis and the findings of the inspection visit.

The purpose of this inspection is to check the service against the service specific minimum standards – Section 37 of The Regulation of Care Act 2013 and The Regulation of Care (Care Services) Regulations 2013 part 3, regulation 9.

Inspections concentrate on specific areas on a rotational basis and for most services are unannounced.

The inspector is looking to ensure that the service is well led, effective and safe.

Summary from the last inspection

Number of requirements from last inspection:

Three

Number met:

Two

Number not met:

One

All requirements not met will be addressed within this inspection report

Please note that any requirement carried forward for three consecutive inspections will lead to the service being served an improvement notice.

Part 4 - Inspection Outcomes, Evidence and Requirements

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 1 – Suitable Person

1.7 - The registered person must carry out enquiries to establish the qualifications, experience and overall suitability of the staff they employ. Robust recruitment and selection processes and procedures must be in place which meets the requirements of employment legislation. This must include:

- Social Services suitability check.
- Social Services 'out of area check' (if the prospective employee has been off island for anytime in the last 5 years, including study, the local Social Services department needs to be contacted to ensure suitability).
- Medical opinion.
- Two references.
- DBS (or evidence that on-line service checked if portability is in place).

Our Decision:

Compliant

Reasons for our decision:

The records for four new members of staff were checked during the premises inspection. Each file contained evidence to show that all the pre-employment checks had been carried out prior to each staff member commencing their employment at the setting.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9) Standard 2 – Organisation

2.12 - Where there are more than 20 children in attendance the registered manager, or other designated person in charge on that day will be considered supernumerary to the above staffing ratios

Our Decision:

Compliant

Reasons for our decision:

On the day of the premises inspection there were 21 children, six members of staff and the registered manager at the setting. This meant the manager was supernumerary and not counted in the adult:child ratios. Evidence available during the inspection showed the ratios exceed the minimum requirement and allow for the manager to remain supernumerary.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.2 - The premises must be clean, well lit, usually with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.

Our Decision:

Compliant

Reasons for our decision:

All rooms and communal areas at the setting were observed to be clean, well lit and in a suitable state of decoration and repair and the outside area was observed to be well maintained.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.8 - Rooms must be maintained at a minimum of 18°C. Where children are less active the temperature of the environment must be regulated accordingly.

Our Decision:

Compliant

Reasons for our decision:

The temperatures of the rooms used by the children was checked during the premises inspection and were found to be above 18°C.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.14 – There must be a minimum of one toilet and one wash hand basin with hot and cold water availability for every 8 children over the age of two years. (This standard may be adjusted when looking after children with special needs who do not require these facilities – see standard 10). Urinals are installed as necessary.

Our Decision:

Compliant

Reasons for our decision:

There were three toilets and three hand basins available for the children to use. All were observed to be clean and in good condition. The hand basins had hot and cold water and liquid soap and paper towels were provided for the children to use.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.25 – Arrangements are made, as appropriate, to ensure that an adequate supply of clean bedding, towels, spare clothes etc. are always available.

Our Decision:

Compliant

Reasons for our decision:

Parents provide spare clothes for their child and the nursery also have a supply if needed and there was a supply of bedding available if required.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.2 – The registered person must undertake a written risk assessment of the premises and activities (including staffing levels) this is reviewed if there is a significant change or if the registered person suspects that it is no longer valid. An action plan with timescales identifies action to be taken to minimise identified risks.

Our Decision:

Substantially compliant

Reasons for our decision:

A number of risk assessments for the premises and activities were submitted as part of the desktop inspection.

The content of the assessments was discussed with the manager as the documents need to be reviewed to ensure risks have been clearly identified and recorded.

The risk assessments also need to include who is responsible for ensuring the identify control measures are implemented.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**
6.4 - Children must not be exposed to water temperatures above 43°C.

Our Decision:

Compliant

Reasons for our decision:

The temperatures of the hot water used by the children were checked and found to be within the required range.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.5 – The surface temperature of radiators and pipes which are accessible to children must not exceed 43°C.

Our Decision:

Compliant

Reasons for our decision:

The temperatures of the radiators were checked and found to be below 43°C and suitable arrangements were in place that ensured all pipes were inaccessible to the children.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**
6.16 - People, including parents, must not be allowed to have free open access into the building/facility.

Our Decision:

Compliant

Reasons for our decision:

When the inspectors arrived at the setting, a member of staff was outside in the play area with some children. The perimeter of the play area was found to be secure and the staff member checked the identity of the inspectors before explaining how to enter the building. The main door to the setting was found to be locked and could only be opened by members of the staff team.

Once inside the playroom, it was noticed that the exit door was open and the inspectors were informed the door is only closed at snack and lunch times in order to allow the children free access to the outdoor area whenever they wished. The staff team take turns to ensure a member of staff is always outside. One parent commented that they 'love the fact the outdoors is always open whatever the weather for any children that want to access it.'

Evidence Source:

Observation	✓	Records		Feedback	✓	Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 7– Health**

7.1 – The premises and equipment must be clean. Toys and play resources must be cleaned regularly and thoroughly.

Our Decision:

Compliant

Reasons for our decision:

The premises and equipment are clean every night and all toys and play resources are cleaned every week. Twice a week the setting is cleaned using a fogging machine and again if they are notified of someone contracting an infectious illness at the setting.

Parental feedback received after the inspection stated that the setting 'is always clean and warm'

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

None

Recommendations:

None

Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation
14.2 - Individual records of each child must contain:

- Their full name and address.
- Their date of birth.
- Their photograph.
- Contacts in the case of an emergency.
- GP contact.
- Authorisation for outings and travel in vehicles and other appropriate permissions and parental consents.
- Details of who will collect the child, including photographs where appropriate.
- Known medical conditions (including allergies).
- Dietary requirements and preferences.
- Any social, emotional and/or behavioural needs.
- First language/any additional languages spoken.
- Any other cultural needs.
- Permission to seek emergency medical advice and treatment.

Our Decision:

Compliant

Reasons for our decision:

As part of the desktop inspection, a blank template of the forms given to parents to complete prior to their child starting at the nursery was submitted and all the required information was included.

Completed forms were checked during the premises inspection and all those examined were found to have been completed in full and contained a photograph of each respective child.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.4 – The registered person must have public liability insurance for the provision. The insurance must cover any circumstances of a child/children suffering harm whilst being looked after at the service, and will include allegations being made against a member of staff.

Our Decision:

Compliant

Reasons for our decision:

A copy of the setting's Public Liability insurance certificate was submitted as part of the desktop inspection. The document confirmed the appropriate insurance was in place.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.15 – The setting has a Complaints Policy

Our Decision:

Compliant

Reasons for our decision:

A copy of the setting's policy was submitted as part of the desktop inspection. The document included clear procedures to be followed when dealing with a complaint. There was also a procedure for staff to follow if they had a complaint. Both procedures included the timescale for dealing with a complaint and the contact details for the Registration and Inspection Team. There was evidence to show the policy was being reviewed regularly.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**
14.15 – The setting has an Equal Opportunities policy

Our Decision:

Compliant

Reasons for our decision:

A copy of the setting’s policy was submitted as part of the desktop inspection. The document contained a detailed procedure that ensured equal opportunities for staff and children. Evidence was available to show the document is being reviewed regularly.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**
14.15 - The setting has a Health and Safety policy

Our Decision:

Compliant

Reasons for our decision:

The setting submitted a comprehensive health and safety policy as part of the desktop inspection. The document clearly outlined the procedures to be taken to ensure the safety of the premises and all persons attending. There was evidence to show the document is being reviewed regularly.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.15 - The setting has a Caring for Under Two's Policy (including induction process and parental agreements for children socialising with children in the two to three year age group).

Our Decision:

Not assessed

Reasons for our decision:

The setting no longer cares for children under the age of two years therefore this criteria was assessed. A new registration certificate has been issued to reflect this.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	
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Requirements:

Not applicable

Recommendations:

Not applicable

Other areas identified during this inspection /or previous requirements which have not been met.

Standard 8.6

As part of the registration process, an Environmental Health officer visited the premises and made a requirement that if the window in the kitchen is to be used as a means of ventilation, it should be provided with a screen in order to prevent flying insects from entering the kitchen. The provider had complied with the requirement but the screen had fallen of at the time of this inspection and will need putting back in place.

A feedback poster was sent to the setting in order to share with the parents of the children attending the childcare centre to enable them to provide feedback if they wished. Parents stated they found the staff team to be 'welcoming, kind, friendly and warm', 'patient, caring and full of energy' and 'the whole team are worth their weight in gold'. They also stated how they feel 'welcomed and valued' and described in detail how their children have thrived whilst at the nursery.

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

One

Recommendations:

None

The inspector would like to thank the management, staff and service users for their co-operation with this inspection.

If you would like to discuss any of the issues mentioned in this report or have identified any inaccuracies, please do not hesitate to contact the Registration and Inspection Team.

Inspector: Becci Réa

Date: 21 January 2022

Provider's Response

From: Dolores Merino Badia and Gary Peirce

I / we have read the inspection report for the inspection carried out on **19 January 2022** at the establishment known as **Hopes and Dreams at Ballasalla**, and confirm that there are no factual inaccuracies in this report.

I/we agree to comply with the requirements/recommendations within the timescales as stated in this report.

Or

I/we am/are unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s)

Signed

Responsible Person

Gary Peirce

Date

31/01/22

Signed

Registered Manager

Dolores Merino Badia

Date

31/01/22