

## **Regulation of Care Act 2013**

### **Child Day Care Centre**

Little Diamonds Nursery

### **Desk-top inspection**

Undertaken: 30 July 2021

### **Announced Premises Inspection**

Undertaken: 27 January 2022

## **Contents**

**Part 1: Service information**

**Part 2: Descriptors of performance against Standards**

**Part 3: Inspection Information**

**Part 4: Inspection Outcomes and Evidence and Requirements**

<b>Part 1 - Service Information for Registered Service</b>
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**Name of Service:**

Little Diamonds Nursery

**Telephone No:**

01624 625835

**Care Service Number:**

ROCA/P/0210A

**Conditions of Registration:**

The registered person must not look after more than 63 (sixty three) children in total aged 3 months and above at any one time.

- Toddler room 1 (formerly Baby room 1) – 12 (twelve) children aged 2 (two) years and above
- Toddler room 2 (formerly Baby sleep / activity room) – 8 (eight) children aged 2 (two) years and above
- Toddlers Activity room / Breakfast Club / After School Club (formerly Toddlers room) – 12 (twelve) children aged 2 (two) years and above.
- Baby room 1 (formerly Preschool 1) – 8 (eight) children aged 3 (three) months -2 (two) years
- Baby room 2 (formerly Preschool 2) – 9 (nine) children aged 3 (three) months -2 (two) years
- Preschool room (formerly Toddlers activity room) – 14 (fourteen) children aged 2 (two) years and above
- **No more than forty-eight (48) children aged 2 (two) years and above to be on the premises at any one time due to the number of toilets available**

**Registered company name:**

Checkout 14 Limited

**Name of Responsible Person:**

Peter Halpin

**Name of Registered Manager:**

Jennifer Coyle  
Elizabeth Ledingham  
Samantha Gatt

**Manager Registration number:**

ROCA/M/0200  
ROCA/M/0286  
ROCA/M/0282

**Date of latest registration certificate:**

10 June 2021

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

None

**Date of previous inspection:**

26 February 2022 (desktop inspection)

**Persons in charge at the time of the inspection:**

Elizabeth Ledingham

Samantha Gatt

**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:**

Sixteen

**Number met:**

Sixteen

**Number not met:**

Not applicable

**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:

Written evidence submitted as part of the desktop showed that all the pre-employment checks on five new members of staff had been completed prior them commencing their employment at the setting. This was confirmed during the premises inspection as all the completed files were examined.

#### 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:

There are three registered managers at the setting; two of whom were on duty at the time of inspection. Both were supernumerary on the day of inspection and the staffing levels were observed to exceed the minimum adult/child requirement.

Records available during the inspection showed the staffing levels in place ensured one or both managers were supernumerary when 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 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:**

Substantially compliant

**Reasons for our decision:**

All playrooms and corridors were observed to be clean and in a suitable state of repair and decoration. Attention is required in the toilets used by the toddlers as it was noticed that the area behind the toilets needs re-painting.

**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 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 all playrooms and communal areas were checked during the premises inspection and 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 six toilets and hand basins for the children to use and were situated in the areas used by the children. The hand basins had hot and cold water. 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:**

Suitable arrangements were in place to ensure there was a ready supply of clean bedding and spare clothes for the children attending 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 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:**

Compliant

**Reasons for our decision:**

A number of risk assessments for the premises, outings and activities were submitted as part of the desktop inspection. Risks had been clearly identified as well as the person/s responsible for ensuring the required actions are implemented to minimise the identified risks. There was also evidence to show the documents are being regularly reviewed.

**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**

6.4 - Children must not be exposed to water temperatures above 43°C.

**Our Decision:**

Compliant

**Reasons for our decision:**

The hot water temperatures 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 all pipes had been made 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:**

There is a large area entrance area at the setting and parents and visitors are able to gain access to this area. The inspectors were able to confirm that the entrance door into the nursery was secure and could only be opened by members of the staff team. All other exits were observed to be secure.

**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 inspectors were informed that all surfaces such as tables, floors, door handles etc. are cleaned regularly throughout the day as well as at the end of the day. The premises, play resources and equipment are cleaned weekly but this is increased to daily/after use in the event of an outbreak of an infectious illness.

**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 has a comprehensive health and safety policy. 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:**

Compliant

**Reasons for our decision:**

A copy of the setting's Under Two's policy was submitted as part of the desktop inspection. There were clear procedures for caring for babies as well as information in regards to the induction process for children socialising with the two to three year age group.

**Evidence Source:**

Observation		Records	✓	Feedback		Discussion	✓
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**Requirements:**

None

**Recommendations:**

None

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

**Standard 6.33**

During the premises inspection, the inspectors were made aware that, since the setting's last inspection, the nursery now have their own minibus which they use to take children on outings. All the required documentation was not available and this means the setting cannot transport the children in the minibus until the relevant documents have been seen by the Registration and Inspection Team.

**Standard 7**

During the premises inspection, it was observed that the bin in the children's toilets (toddlers) did not have a lid. As part of infection control, this needs to be addressed.

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. No feedback was received.

**Evidence Source:**

Observation	✓	Records	✓	Feedback		Discussion	✓
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**Requirements:**

Two

**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:** 1 February 2022



<b>Provider's Response</b>
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**From:** Peter Halpin, Elizabeth Ledingham and Samantha Gatt

I / we have read the inspection report for the inspection carried out on **27 January 2022** at the establishment known as **Little Diamonds Nursery**, 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** Peter Halpin  
**Date** 07/03/2022.

**Signed Registered Manager** Samantha Gatt  
**Date** 07/03/2022

**Signed Registered Manager** Elizabeth Ledingham  
**Date** 07/03/2022