

Regulation of Care Act 2013

Child Day Care Centre

Pulrose Playgroup

Desk-top inspection

Undertaken: 19 November 2021

Announced Premises Inspection

Undertaken: 24 November 2021

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Part 1 - Service Information for Registered Service

Name of Service:

Pulrose Playgroup

Telephone No:

07624 436163

Care Service Number:

ROCA/P/0148A

Conditions of Registration:

The registered person must not look after more than sixteen (16) children in total aged 2-5 years.

Registered company name:

Pulrose Methodist Playgroup Committee

Name of Responsible Person:

Jeanie Cannell

Name of Registered Manager:

Jeanie Cannell

Manager Registration number:

ROCA/M/0084

Date of latest registration certificate:

5 February 2014

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

27 May 2021 (monitoring visit)

Date of previous inspection:

24 November 2020

Person in charge at the time of the inspection:

Jeanie Cannell

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:

One

Number not met:

Two

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:

Not assessed

Reasons for our decision:

There were no new members of staff at the setting therefore the staff files were not checked during this inspection. The records for the existing staff team have been checked during previous inspections.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

Not applicable

Recommendations:

Not applicable

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:

Not assessed

Reasons for our decision:

The setting is registered to care for 16 children at any one time. This means there is no requirement for the manager to be supernumerary.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	
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Requirements:

Not applicable

Recommendations:

Not applicable

**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:

The areas used by the playgroup were observed to be well lit and clean.

At the time of the playgroup's last inspection, a requirement was made in regards to the condition of some of the walls at the setting. This has not yet been rectified as the landlord has recently upgraded the fire alarm system and had the building's electrics re-wired prior to addressing the decoration issues.

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 room temperatures of all the areas used by the children were checked during the premises inspection and all were found to be above the minimum temperature.

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 sufficient toilets and wash basins for the children to use. They were observed to be clean and in good condition. All wash basins had hot and cold water and there was liquid soap and paper towels available 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:

Due to the setting's opening hours, items like bedding are not required. Parents supply spare clothing for their child and staff take home any playgroup items that require laundering.

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:

There were a number of risk assessments submitted as part of the desktop inspection. They covered the premises and activities undertaken. Evidence was available to show that the risk assessments are being regularly reviewed but discussion was had with the manager as some of the assessments did not clearly show the risks identified.

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:

Hot water temperatures were checked during the premises inspection and all were found to be below 43°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 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. Radiator covers were in place and 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:

There is an entrance door into the premises and a separate door into the playgroup. On arrival the first door was found to be unlocked in order to allow parents to enter the premises but the door to the playgroup was locked and only opened by the staff team. This ensured there was no free access into the setting. Once inside, the inspector observed the manager locking the door.

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, furniture and equipment were observed to be clean. All play resources cleaned regularly and surfaces such as tables and chairs are cleaned before the start of each session and when the session finishes.

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:

Substantially compliant

Reasons for our decision:

The children's records were checked during the premises inspection and found to contain all the required information. The forms had been signed by the parents but not dated as there was no section asking for this information.

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 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:

Evidence was submitted for the desktop inspection that showed 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:

Substantially compliant

Reasons for our decision:

The complaints policy submitted did not include a procedure to follow should a complaint be made against the manager, a procedure for staff to follow should they wish to make a complaint or a timescale for dealing with a complaint. The document also had the incorrect phone number for the Registration and Inspection Team and information in regards to social services that is no longer relevant.

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 14 – Documentation

14.15 – The setting has an Equal Opportunities policy

Our Decision:

Compliant

Reasons for our decision:

A copy of the playgroup's policy was submitted as part of the desktop inspection and found to contain a procedure that ensured equal opportunities for all adults and children. Evidence was seen to show that the policy is being reviewed on an annual basis.

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:

Substantially compliant

Reasons for our decision:

The playgroup submitted a copy of their policy as part of the desktop inspection. More information is required as the document did not outline the employer's and employee's responsibilities and this was discussed with the manager.

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 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 is not registered to care for children under the age of two years therefore this criteria was not assessed.

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 5.2

The condition of the padded play mats in the playroom needs attention as their covers were observed to be torn and worn in places and this was discussed with the manager.

Attention is needed in regards to the condition to some of the legs on the tables used by the children as the paint is chipped off and the exposed areas are being to show rust.

Standard 6.8

Evidence submitted for the desktop inspection showed the boiler needed to be serviced in October 2021. Evidence was not available during the premises inspection to show this had been undertaken.

Standard 6.31

Evidence provided by the manager for the desktop inspection showed that the Fire Warden's training needs to be refreshed.

Standard 7.6

A completed medication administration form was seen when checking the children's records. The form used did not include parental confirmation that the first dose of any medication to be given had been administered and was therefore safe for the child. A Medication Administration form template was sent to the manager in order to assist.

Standard 13.3

At the time of the setting's last inspection, some staff had not been able to refresh their Safeguarding training. This is being rectified whenever training is available and there is now only one staff member left to complete the training.

A feedback poster was sent to the setting in order to share with the parents of the children attending the playgroup to enable them to provide feedback if they wished. No feedback was received.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

Five

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: 25 November 2021

Provider's Response

From: Jeanie Cannell

I / we have read the inspection report for the inspection carried out on **24 November 2021** at the establishment known as **Pulrose Playgroup**, 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 Jeanie Cannell
Date 23/03/2022

Signed Registered Manager Jeanie Cannell
Date 23/03/2022