

Annual Inspection Report 2022-2023

Hopes and Dreams at Ballasalla

Child Day Care Centre

31 October 2022



DHSC

SECTION Overall Summary A

We carried out this announced inspection on 31 October 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Hopes and Dreams at Ballasalla 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

One area of improvement was identified as a result of this inspection.

All areas, equipment and resources were clean and in good order but attention is needed in regards to the condition of the flooring in the children's toilets as we noticed some of the edges were coming loose and the sealant on the joins needs attention.

Staffing levels were safe and exceeded the minimum staffing ratio requirement. The team worked well together and knew the children in their care. They were positive about working at the setting and parents said they found the team to be approachable, lovely and friendly.

The children appeared happy and relaxed. The interactions between them and the staff team were comfortable and natural and this helped create a calm and homely atmosphere.

The acting manager was knowledgeable about the requirements of her role, implementing the Early Years Foundation Stage curriculum through the In the Moment planning approach and ensuring children's individual needs were being met.

The responsible person and co-owner visit the setting frequently and the acting manager and staff stated they felt supported by them both.

The following feedback was received from the families of children attending the nursery.

- 'The manager (Grace) and all her team are very approachable and friendly.'
- 'The ladies in the setting are so lovely. My **** adores them all and is very comfortable with them.'
- 'The two most important things for us are that our **** is safe and happy in the setting and that we're kept regularly updated'

- 'I think the care for the children is fantastic and my ***** enjoys going to nursery which says everything.'
- 'I get a really good feeling from Grace and the whole team at Ballasalla and my ***** talks very fondly of them'
- 'The managers are very approachable'
- 'Our experience with them has been a lovely one so far'
- 'A big positive is the relatively free access to both indoors and outdoors and that the children have a lot of influence on what they do.'
- 'It feels like a happy environment'
- 'The staff at Ballasalla always have time to talk to you, we are able to go into the nursery, see the setting for ourselves and those few minutes are really important to us.'
- 'We are really happy that we put our ***** there and we feel like ***** is thriving as we had hoped.'
- 'Staff come across as very eager to do the right thing and we've seen genuine pleasure and excitement in them telling us when our child has had a particularly good day.'

At this inspection we found improvements had been made in response to the previous inspection.

About the service

The nursery operates from a mobile unit located in the grounds of a primary school in Ballasalla. They are registered to care for 24 children aged 2 years and above. As well as operating the nursery, the setting also provides after school care for school aged children. The setting has an office, one large playroom, children’s toilets, a kitchen, staff facilities and outdoor play facilities. Parents provide a packed lunch for their child and the setting provides snacks for the children.

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 12 October 2022 and we visited the service on 31 October 2022.

What we did before the inspection

We reviewed information received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR), supporting documentation, parental feedback, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 16 families who use the service. Seven responses were received.

During the inspection

We spoke with two members of staff and the acting manager. Observations were carried out using an observational framework for inspection. This is a way of observing care to help us understand the experience of staff and children.

An inspection of all rooms and the outdoor play area was undertaken and a range of documentation was reviewed. This included two policies, completed medication and accident records, children’s records, planning and health and safety information. The file for a new member of staff was examined in relation to recruitment and induction.

C1 Is the service safe?**Our findings:**

Safe – this means we looked for evidence that children 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.

All staff at the setting have attended level 2 Safeguarding Children training and were aware of the procedure to follow should they have concerns about a child. There was a system in place for recording and reporting any concerns raised or disclosures made. The system was supported by a detailed, up to date safeguarding policy and a number of supporting policies.

The nursery had an open plan layout which meant the staff team rarely work on their own as they are either all in the same room or within sight and sound of each other. This ensured the children and staff team were not being placed in vulnerable situations. In order to ensure children have free access to the outdoor play area, staff take it in turns to be outside. Suitable arrangements were in place to ensure the safety and well-being of the children and the staff member.

Staffing ratios and recruitment

Staffing levels were safe and exceeded the required adult to child ratios. As well as the acting manager there were four members of staff caring for 19 children. Examination of attendance records showed that ratios have been consistently maintained on other days.

There were two members of staff who had commenced their employment at the setting since the last inspection. Evidence seen confirmed the provider had carried out all pre-employment checks prior to their respective start dates in order to ensure each was suitable to work with children.

Assessing risk, safety monitoring and management

Risk assessments had been carried out on all areas of the nursery and outdoor play area. The assessments were accessible to the staff team via the on-line application used by the setting. Evidence showed they were being reviewed on an annual basis as well as when changes occur. Routine checks on the environment and equipment were up to date. Certificates and records were in place to evidence this.

The building and outside play area were found to be secure. Gates were closed and ties were in place as an added safety measure in case a child was able to slide open the fitted closing mechanism. The arrangements in place ensured there was no free access into the building and no child could leave the premises without staff being aware. Staff were vigilant in checking identity cards and ensuring visitors signed the visitor's book.

Using medicines safely

Systems were in place for the safe administration of medication. There was an up to date policy in place and all medicines were clearly labelled and being stored safely out of reach of children. Prescribed medication is not accepted unless it is in the original packaging complete with the prescription label in order to enable staff to verify the medication to be given has been prescribed for the named child. Parents are asked to complete the relevant

documentation prior to the administration of any medicines and all medicines given were witnessed by a second member of staff. Medication will only be administered once written parental permission is in place.

In order to meet the children's individual medical needs, members of the staff team have attended appropriate training to ensure they are able to administer specific medicines safely.

Preventing and controlling infection

The staff team were responsible for cleaning the setting and all rooms, communal areas and equipment were found to be clean.

Parents are asked not to send their children to the nursery if they have an infectious illness and there was a policy in place to support this. Personal protective equipment (PPE) was available and being used.

Attention is needed in regards to some areas of the flooring in the children's toilets as we noticed some of the sealant on the joins was missing or loose and one of the edges by the cubicle frame was no longer fixed down.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure the joins in the flooring in the children's toilets are sealed and the lifted edges are fixed down

C2 Is the service effective?

Our findings

Effective – this means we looked for evidence that children’s care, learning and development are supported and achieving good outcomes. 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

All staff were knowledgeable about caring for children and had a variety of experience that enabled them to promote and encourage the children’s learning and development. Three of the staff team held a relevant childcare qualification and two were working towards gaining their qualification. All mandatory training had been undertaken and staff are actively encouraged to attend courses in order to continue their professional development.

Supporting and developing children’s care and development needs

The nursery followed the Early Years Foundation Stage (EYFS) curriculum supported by the In the Moment planning and the Curiosity approach. The team had created an enabling environment equipped with materials that promoted spontaneous play and encouraged the children to be active and curious learners. Parents were positive in their comments about this approach. One stated it ‘allows the child to choose what they want to do and let their imaginations fly. My little **** has come so far with them’ and another said ‘children are allowed to play freely which we feel has really built on our child’s independence and confidence.’

The acting manager has stopped using topics in their planning and has found this to be beneficial as it allows freedom and flexibility. Festivals and celebrations are still included and Hop-tu-Naa/Halloween was being celebrated on the day of inspection. Children were painting pumpkins and turnips, the room had been decorated and there was much discussion about the costumes the children would be wearing later that day.

Observations were being carried out in order to monitor and assess the children’s developmental progress. This information is shared with parents when they collect their child and on the on-line application used by the setting. Parents commented on being kept up to date with their child’s progress. ‘The feedback on the Family app is really helpful, and knowing that I can have a conversation in person on a daily basis too’. ‘Observations are made via the online system (Family) and I am also given updates verbally when I collect ****.’

Arrangements at the nursery mean children have continuous access to the outdoor play area and can choose when they want to go outside. This enabled them to learn about the world around them as well as having a positive impact on their well-being and development.

Supporting a balanced diet

The setting had a rolling snack system in place. This means the children were able to help themselves to fresh fruit if they feel hungry. During the inspection we observed two children sitting at a table. They had helped themselves to some fruit and were sat watching others play while they ate. Once finished, they resumed their play.

Parents provide their own child's lunch and these were observed to be safely stored. After washing hands, the children were encouraged to find their own lunchbox and drink and sit at a table. Children were observed to be quite independent in opening their lunchboxes and staff were on hand to offer support if needed. The younger children were encouraged to 'have a try' before staff completed the task for them.

Children were encouraged to eat their sandwiches (or equivalent) first, followed by any fruit or yoghurts they may have and then anything else in their lunchbox. We were informed this is to encourage the children to be aware of and make healthy food choices. Relevant information had been shared with the staff to ensure they were aware of the children's dietary requirements and preferences.

Working with other agencies to deliver effective care and support

The acting manager liaises with outside agencies when there is a need. We were informed the parents would be fully informed and included at every stage.

C3 Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved and treated children 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 atmosphere at the nursery was calm and homely and we observed relaxed and comfortable interactions between staff and children. Staff were attentive and caring and conversations heard during the inspection showed the staff knew the children well.

We were informed staff use the information supplied by the parents in the All About Me booklet in order to familiarise themselves with the children so they can talk with them about familiar things from their first day to help them settle into nursery.

Maintaining children's dignity, privacy and promoting independence

Arrangements were in place throughout the nursery to support the staff team to maintain the children's privacy and dignity. Intimate care routines were carried out in the setting's bathrooms and modesty doors were in place to ensure privacy and dignity were maintained for children who were able to toilet themselves.

Children were encouraged to make choices about their play and staff were observed promoting the children's independence by involving them in tasks and stepping back when appropriate in order to encourage the children to do things for themselves.

Confidential information was being held securely and any sensitive information was only shared with relevant staff on a need to know basis. Safe systems were in place to ensure the nursery's computer and on-line application were protected.

C4 Is the service responsive?

Our findings:

Responsive – this means we looked for evidence that the service met children’s needs. The service does not require any improvements in this area.

This service was found to be responsive.

Delivering personalised care

Prior to children starting at the setting, parents are asked to provide information in regards to any cultural needs, languages, dietary preferences/requirements and or any medical conditions their child may have.

Parents are also asked to complete an ‘All About Me’ booklet. The booklet asks for information that helps the team know about things the child likes, what bothers them, what makes them laugh, sad, happy and angry, their favourite stories, nursery rhymes, foods and toys. It also asks who they live with, what pets they have and what they can do by themselves. This information has been shared with the team to ensure the individual needs of the children were being met. One parent said ‘they know the children very well and take time with them as individuals and are always very friendly and patient.’

Responding to concerns and complaints and using to improve the quality of care

The setting had a detailed policy, a copy of which was displayed by the entrance for parents to see. There have been no complaints since the last inspection. Parents said they found the acting manager and staff team approachable and would be happy to raise any concerns with them. The acting manager said any concerns or complaints would be discussed with the team and used as an opportunity to learn and improve.

Supporting children when dealing with significant events

The setting had a Bereavement policy and Separated Family policy that included procedures to support the staff when supporting children and their families dealing with significant events. There were also a variety of resources available for staff to use with the children to help them understand what was happening.

Discussion would be had with the parents to ensure the staff team were able to provide a consistent approach and ensure all cultural and/or religious beliefs were respected and acted on. Staff would be vigilant and additional observations would be carried out to ensure the child was being appropriately supported.

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 not require any 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.

The acting manager outlined the team's plans for the future. They plan to decorate the rooms in order to 'freshen them up' and extend and develop their outdoor provision. They want to provide more shaded areas for the children and develop an area where they can grow their own fruit and vegetables.

Hopes and Dreams have a set of core values for their staff team to follow. In order to motivate staff and create a positive culture, the nursery has postcards that reflect the five core values. Staff are encouraged to use the cards in order to recognise each other's contributions. The acting manager said it 'boosts moral and makes each other feel valued'.

Regular team meetings have been held and staff said they felt supported and encouraged to share their ideas. Staff were observed to be happy, respectful and supportive of each other and seemed to enjoy working together. We were told the team has 'a strong bond' and 'are all there for each other'.

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

The acting manager was clear about her role and regulatory responsibilities. She has regular supervisions with the directors of Hopes and Dreams and monthly meetings with the managers of the company's other nurseries and informed us 'this is a great support for everyone and a chance for us all to discuss any concerns or worries and offer each other advice.'

As well as the regular meetings, the acting manager informed us 'Gary and Laura are always available to offer support and I couldn't want any more from them.' she said 'they truly care about their staff' and 'they often pop in to see how we all are.' All staff spoken to told us how much they enjoyed working for the company and felt supported by them and the acting manager. One parent commented 'I feel that a nursery's quality stems largely from having positive leadership where its staff are happy and are fully supported to fulfil their roles to the best of their ability'.

The acting manager carries out regular supervisions with the staff team. We were informed management determine the frequency of the meetings based on each individual staff member's needs but are usually carried out every three months. Members of staff can also request a meeting at any time. The acting manager works alongside her team and this has enabled her to continuously review the quality of care being provided at the setting. The outcome of the reviews are discussed with staff during their one to one supervisions.

Engaging and including families using the service, the public and the staff team.

Staff said they enjoyed working at the setting and felt involved in improving the service. The acting manager described how they had recently changed an area of the layout of the playroom because the team felt the children didn't have enough space to play and explore. The changes have opened the room and provided more space for the children.

Parents said they were happy with the care being provided and were kept well informed of their child's progress by the staff team and the on-line application. The nursery also has an on-line application that enables parents to provide feedback/reviews about the service being provided.

Continuous learning, improvement, innovation and ensuring sustainability.

The acting manager carries out regular audits of the premises, resources and equipment. Information from accidents, incidents, concerns and compliments was being assessed and used to identify common trends and improve the service being provided.

Working in partnership with parents.

Information was shared with parents on the on-line application used by the nursery as well as through discussion at the end of the day. Families said they found staff to be 'approachable' and are 'always listening to what we have to say'.