

Annual Inspection Report 2022-2023

Mooinjer Veggey St John's

Child Day Care Centre

5 December 2022



Isle of Man
Government
Kelleys Eilan Vannin

DHSC

We carried out this announced inspection on 5 December 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Mooijer Veggey at St Johns 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

Areas of improvement were identified as a result of this inspection.

The setting had two registered managers and there was a clear structure in place to identify which manager is in charge on any given day.

Staffing levels were safe and exceeded the minimum staffing ratio requirement. The team worked well together and were positive about working at the setting. Parents said they found the team to be approachable and friendly and were happy with the care being provided.

The children were receiving a caring service that encouraged their independence, confidence and learning.

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

- 'My child absolutely loves Mooijer Veggey. It's the best decision we have made so far!'
- 'The staff are extremely friendly and approachable..... My child absolutely loves the staff.'
- 'It's like family away from home.'
- 'All the staff are approachable and seem to genuinely care.'
- 'The nursery seems to have the right balance between informal play, activities and learning.'
- 'My child comes home teaching me new words every day! This makes the nursery truly unique.'
- 'I like that they go on little walks, they do crafts and [child] comes home singing the songs.'
- 'We feel it caters really well for the needs of our [child].'

- 'We love the fact the [child] get to spend time outdoors each day, they do plenty of activities and learning and our [child] love the teachers who are so kind and supportive.'
- 'I think the setting is very friendly and staff are approachable. I know how caring they are towards the children and my [child] is happy there.'
- 'The nursery seems to focus on each child individually and ensures that their time there is varied, fun and educational. I cannot fault the setting.'
- 'The engagement with the staff is exceptional. Their range of activities is very good, especially with our Manx calendar and beyond.'
- 'The atmosphere in that Nursery is amazing. The free play set up is brilliant. The guided activities they do are real quality. [Name] is SO SO happy to go in. [Child] loves all the staff.'

There were some points raised in the received feedback that have been discussed with the registered manager.

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

About the service

Mooijer Veggey St Johns operates from a classroom situated in St Johns primary school and actively promotes the Manx language and culture. They are registered to care for 16 children aged 2 to 5 years. The setting has one large playroom which contains an alcove used by the children, children's toilets, 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 two registered managers who share the role. 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 16 November 2022 and we visited the service on 5 December 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 18 families who use the service. 11 responses were received.

During the inspection

We spoke with a staff member and one of the registered managers. 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 a number of policies, children's records, developmental observations and health and safety information. The file for a new member of staff was examined in relation to recruitment and induction.

After the inspection

More parental feedback was received.

SECTION C Inspection Findings

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 requires improvements in this area.

This service was found to be safe.

Systems, processes and practices to safeguard children from abuse.

The setting was open plan and this ensured the children and staff team were not placed in vulnerable situations as staff are either in sight or sound of each other at all times.

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 safeguarding policy. There was a detailed procedure for staff to follow but some information did not reflect the appropriate government department names and some statements needed clarifying.

Staffing ratios and recruitment

Staffing levels were safe and exceeded the required adult to child ratios. As well as the registered manager, there was a permanent staff member and a relief nursery assistant caring for 13 children. Examination of the setting's attendance records showed that ratios have been consistently maintained on other days.

The setting had employed one new member of staff since the last inspection and evidence seen confirmed the provider had carried out all pre-employment checks prior to them commencing at the nursery in order to ensure they were suitable to work with children.

Assessing risk, safety monitoring and management

A variety of risk assessments were in place that covered the premises, outings and activities. Evidence seen showed the assessments were being reviewed on an annual basis as well as when a change had taken place.

Routine tests and maintenance checks on the environment and equipment were being undertaken. As the setting is in a shared building, the testing of the emergency lights is carried out by the school. As stated in the Isle of Man Fire and Rescue Fire Precautions Log Book, emergency lights should be tested monthly. Examination of the premises' fire log book showed the frequency of the tests was inconsistent as only four checks had been undertaken during 2021 and only three tests had been carried out from January to June of this year.

The nursery operates from a classroom situated in a primary school and has their own entrance. We found the entrance door to be locked on our arrival and observed that the provider had ensured there was no free access from the school into the setting as the door leading into the school premises was also locked. The outside play area was secure and the gate was locked once all the children had arrived. Staff were able to monitor access into the area as the gate can only be unlocked by a member of staff.

Using medicines safely

We were informed there were no children currently taking medication but we were shown the arrangements for ensuring the safe storage of any medicines brought in, the forms used prior to any medicines being administered and the setting's policy.

Preventing and controlling infection

All rooms, communal areas, resources 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.

We observed children being encouraged to 'niece dty laueyn' (wash their hands) throughout our visit. Staff encouraged the children in English and Manx and there were reminders written in Manx and English placed on the walls in the toilets.

Personal protective equipment (PPE) was available should the staff wish to use it. During lunchtime, we observed staff had chosen not to wear gloves. The permanent member of staff was seen washing their hands continuously throughout lunch. We witnessed poor hygiene practice by the relief staff member which, when identified was responded to in an unsatisfactory manner.

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 coming loose and some of the edges were no longer fixed down.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure the setting's Safeguarding policy reflects up to date, clear and consistent information.
- Action is needed to ensure the joins in the flooring in the children's toilets are sealed and the lifted edges are fixed down
- Action is needed to ensure the emergency lights are tested at regular monthly intervals
- The registered manager needs to ensure relief staff adhere to the same hygiene practices as the staff that work at the setting on a permanent basis

Inspection Findings

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

The children were being cared for by a staff team that had the relevant qualifications, knowledge and experience to support and care for them.

All mandatory training was up to date and both registered managers and one staff member had attended level 2 food hygiene training. Additional training had been undertaken by the staff team to ensure the children’s individual needs were being met.

Supporting and developing children’s care and development needs

The nursery follows the Early Years Foundation Stage (EYFS) curriculum and termly and weekly planning that linked into the learning areas was in place. The registered manager explained when the team planned the activities they ensured the children’s interests were included.

Regular observations were being carried out. Each child had a named plastic wallet pinned to a display board where staff placed completed observations. At regular intervals, the observations are placed in each respective child’s learning journal and developmental trackers were being used in order to assess the children’s developmental progress. Should the trackers identify that a child wasn’t meeting developmental milestones within the expected age range, we were informed additional activities would be implemented in order to support the child.

The learning journals had been divided into academic terms. As well as the assessment trackers and observations, they also included samples of the children’s work and photographs showing the respective child’s hands-on learning as they participated in activities.

The setting actively promotes the Manx language and the staff were heard switching from English to Manx when they spoke to the children in order to develop their knowledge and skills. All signs were written in both languages and there were resources available to enhance and promote the children’s awareness and understanding.

During the inspection we heard the children singing a song called The Water song, in Manx. They sang fluently, joined in with actions and clearly enjoyed singing it. Parents commented on their child’s learning of the Manx language. One parent wrote ‘I have been amazed by the amount of Manx the staff do with the children, particularly through little Manx rhymes and music’ and another stated ‘My 3 year old has SO MANY WORDS in manx - this is just brilliant’.

Supporting a balanced diet

Parents provide their own child’s lunch and these were observed to be safely stored. The permanent member of staff was observed discussing healthy foods during lunchtime and the information shared with the children was appropriate and in keeping with their respective ages and level of understanding.

Prior to a child commencing at the setting, parents are asked to provide information in regards to any dietary requirements or preferences their child may have. We were informed there are no children currently attending with dietary needs but should this change, the information would be shared with the staff team.

Working with other agencies to deliver effective care and support

We were informed the registered managers have and would liaise and work with other agencies to ensure a child's individual needs were being met. They would also ensure parents were involved and agreed with any actions taken.

Inspection Findings

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

We observed relaxed and comfortable interactions between the staff and children and conversations heard between them were natural and easy. Although there were times we were not able to understand what was being said to the children, the gentle tones used by the staff, their body language and children's positive responses confirmed to us the staff team were being respectful and kind towards the children in their care. .

One parent said they felt the setting was good at 'nurturing and developing the whole child' and helping the children in 'developing kindness' and another said 'the level of care is very good'.

Maintaining children's dignity, privacy and promoting independence

Arrangements throughout the setting supported staff in maintaining the children's privacy and dignity. Intimate care routines were carried out in the setting's bathroom and modesty doors were in place to ensure privacy and dignity were maintained for children who were able to toilet themselves.

As stated previously there was a door that leads into the school premises. There was a glass panel in the door and staff had covered the glass with paper to ensure the children's privacy was being maintained.

Confidential information was being held securely and safe systems were in place to ensure the nursery's computer protected. All staff have signed to say they have read and agree to adhere to the setting's confidentiality policy and all had signed a confidential agreement.

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. We were informed there are currently no children attending with any specific needs but should this change, the managers would ensure all relevant information to be shared with the staff team in order to ensure they were able to meet the individual needs of the children.

We were informed the team encourage the children to talk about how they feel in order to ensure they are able to meet their individual needs. We observed Kys t’ou, an activity where staff and children ask each other ‘how are you?’ (kys t’ou). Children were observed responding in Manx. They were either maynrey (happy), trimshagh (sad), skee (tired) or corree (cross). One child was trimshagh because their mummy wouldn’t let them play as it was bedtime and another child was maynrey because they had gone swimming. The staff were interested in what the children were saying and their responses recognised and respected how the children felt.

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

The setting had a detailed, up to date policy in place. A copy of which was displayed by the entrance for parents to see. The setting received one complaint last year which was dealt with in line with the complaints policy. The complaint was acknowledged within 24 hours, and explanation given of how the complaint would be investigated, and a written response given within 5 days. Parents said they found the registered managers and staff team approachable and would be happy to raise any concerns with them. We were informed 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 registered manager discussed what the team would do in order to support children when a significant event occurred such as the death of someone close, parents separating or the arrival of a sibling. We were informed the situation would be discussed with the parents to ensure the staff team provided a consistent approach in order to ensure cultural and/or religious beliefs were respected and acted on and staff would be vigilant and additional observations would be carried out to ensure the child was being appropriately supported.

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 requires 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.

We were informed it is the setting's intention to begin to send out 'All About Me' forms to the parents of new children in order to gain information that can be used to help with the settling in process.

Regular team meetings were being held and staff said they felt encouraged to share their ideas in order to develop and improve the service being delivered. The meetings are used to discuss children's progress, new ideas, working practice, planning and other items of interest.

As a result of the setting's internal audit, there were some areas identified for development. It was planned that the nursery would extend their opening hours to include a full school day on Thursdays from September 2022. This has been implemented and is working well.

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

The registered manager on duty at the time of inspection and responsible person were both clear about their respective roles and regulatory responsibilities. Regular one to one supervisions were being carried out with the staff team and both managers met frequently with the responsible person.

As the team is small, both registered managers work alongside the staff team on a daily basis and this has enabled them to continuously monitor and review staff performance. Outcomes of the reviews are discussed with each member of staff during their one to one supervisions. We were informed the team also spend time each day reflecting and talking about what has gone well and whether something could be done differently.

The setting's responsible person visits the nursery regularly and carried out an audit of the nursery during June/July 2022 in order to measure the quality of the service being provided. A detailed and comprehensive report was produced and a copy submitted for this inspection. The areas identified for improvement have been addressed and others have been incorporated into practice and are on-going.

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

Staff said they enjoyed working at the setting and felt the team got 'along well' and were 'supportive of each other', They said they found the 'managers open to ideas' and the team was 'collaborative in day to day decision making'.

Parents said they were happy with the 'education and care being provided' and found the staff approachable, friendly and caring.

Continuous learning, improvement, innovation and ensuring sustainability.

The submitted annual report included the outcome of the audits carried out. The responsible person had assessed staff performance, resources and equipment. Information from accidents and incidents has been assessed to identify any common trends and where necessary, changes made in order to improve the provision.

During our visit, we identified areas that were in need of repair. There were cracks in the wall and plaster beginning to come loose by the entrance door and broken slate tiles on the wall edging outside causing a number of sharp edges within the reach of the children. We also noticed the cover on the low chair used by the staff team was seen to be ripped and the paint on the legs of the children's chairs had been chipped and there were signs of rust. The registered manager said she would undertake a risk assessment in regards to the broken slate tiles to minimise the risks posed to the children.

Working in partnership with parents.

In order to ensure parents are kept informed of their child's day at nursery, staff give them verbal feedback when they collect their child. The setting also produces a newsletter and has a social media page that informs parents of what is happening. Parents told us they were informed 'every day verbally on pickup, and by email (newsletters)', 'every evening when I collect [name], one of the teachers will debrief me on what they have learnt that day' and 'at pick up we always get an informal verbal update regarding what has happened during the session, including achievements, any issues/ concerns. I've also been invited into the nursery to see [name's] folder and view a video of something [child] did well. The updates on Facebook also give you an idea of what they are doing. We also get newsletters from Mooijer Veggie and emails regarding topics'.

To help keep parents informed, a copy of the most recent newsletter, contact details, the nursery's opening hours, information about the current topic, 'Space' (Spoar) and activities being carried out were displayed outside on a covered noticeboard. There was list of topic related words written in Manx – rocket (roppard), planets (plannad), Earth (Cruinney) and moon (eayst), to assist parents should their children come home using the words.

Action we require the provider to take

Key areas for improvement

- Actions are needed to ensure the premises and equipment are maintained in a suitable state of repair.

