

Annual Inspection Report 2022-2023

Hopes and Dreams at Rushen

Child Day Care Centre

10 January 2023



Isle of Man
Government
Kyllys Eilan Vannin

DHSC

We carried out this announced inspection on 10 January 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Hopes and Dreams at Rushen 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

No areas of improvement were identified as a result of this inspection.

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 setting was decorated in neutral tones and furnished with soft furnishings that helped to create a peaceful, calm atmosphere. Play was child-led and there was a large range of natural materials for the children to play with.

The interactions between the staff team and the children were comfortable and natural and this helped create a warm and homely atmosphere

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

- 'We are really happy with the nursery as it is but it is also wonderful that the staff are clearly so very passionate about developing the children's experiences further too!'
- '[Name] loves going to nursery and loves all of the staff members. That is the most important thing for us.'
- My wife and I feel so lucky to have found such a caring and supportive nursery for [name].
- 'I find the staff very approachable'
- 'We have approached most members of staff and they have always been so kind, caring and understanding'
- 'They get the children ready for starting school and really support the children with the transition process.'

- The most important thing is [name] enjoys going and is always happy when [child]'s picked up'
- 'It's nice to see the same staff over a long period of time.'
- 'The girls are just amazing. I really feel that they enjoy spending time with [name] and [child] feels loved and support in [their] learning journey.'
- 'The staff are fantastic – always happy to chat/help.'
- 'Above all else, my [child] is very happy at Rushen Nursery'
- 'I think their ethos is great, the kids seem really happy and I like the freedom that they have.'
- 'My children love coming to this nursery as the staff are very nurturing. They foster a love for learning by engaging children in activities that interest them.'
- 'My [child] is very happy there and is excited to go to nursery each day.'
- 'Being on the school site is brilliant as my child has a really strong sense of belonging already.'

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 Port St Mary. 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, two playrooms, 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 December 2022 and we visited the service on 10 January 2023.

What we did before the inspection

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

Feedback was sourced via email from 23 families who use the service. Seven responses were received.

During the inspection

We spoke with three members of staff and the registered manager and an inspection of all rooms and the outdoor play area was undertaken. A range of documentation was reviewed. This included policies, completed medication and accident records, children's records, planning, the online application used by the setting and health and safety information. The file for two new members of staff were examined in relation to recruitment and induction.

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.

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 does not require any improvements 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 team.

A number of systems were in place to safeguard the children attending. Management carry out spot checks during intimate care routines and on any staff member who may be working on their own. Staff take turns carrying out intimate care tasks and a second member of staff is always in close proximity. The staff team were not permitted to have access to their mobile phones whilst they are working with the children.

Staffing ratios and recruitment

Staffing levels were safe and exceeded the required adult to child ratios. As well as the registered manager there were four members of staff caring for 21 children. An additional member of staff was present at lunchtime in order to maintain staffing levels while members of the team had their lunch. Examination of the setting's attendance records showed 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.

All staff at the setting held a current Disclosure and Barring Service (DBS) check and evidence was seen to show annual online checks were being carried out on those that had signed up for the online update service.

Assessing risk, safety monitoring and management

The mobile unit and grounds were found to be secure and arrangements were in place to ensure no unauthorised persons could access the premises.

The staff team check the environment and resources on a daily basis and we were informed action is taken to address any issues found. Risk assessments were in place and were being

reviewed on an annual basis as well as when a change occurred. Routine checks on the environment and equipment were up to date. Certificates and records were in place to evidence this.

Using medicines safely

Systems were in place for the safe administration of medication. There was an up to date policy in place and we were informed staff would ensure any medicines received were clearly labelled with the child's name before storing them in the appropriate place. We observed the areas used to store medication were inaccessible to 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 are 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. There were a number of systems in place to protect all persons at the nursery from the risk of infection. 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 by the staff team and there was a colour-coded cleaning system in place.

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

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 Level 3 Diploma in Childcare and one was working towards gaining their qualification. All mandatory training had been undertaken and staff are actively encouraged to attend a variety of 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 open-ended resources that promoted spontaneous play and encouraged the children to be active and curious learners.

The children were provided with ordinary, real life items made of wood or other natural materials and the rooms were decorated in neutral tones in order to provide a relaxed and calming atmosphere. One parent stated ‘I love that the nursery use real world items for play and development’, another said ‘I love that the nursery follows the Curiosity approach. This is perfect for [name]. [Child] is able to explore, be curious and be inquisitive and that transfers into home life too.’ And another wrote ‘It is clear that [child] has the opportunity to explore [their] interests and join in with activities that excite and engage [child].’

Regular observations were being carried out in order to monitor and assess the children’s developmental progress. We were informed information is shared with parents when they collect their child and on the on-line application used by the setting and comments received from parents confirmed this. One parent wrote ‘we are always updated at the end of each day that [name] is at nursery with how the day has been. As well as this, we have the Family app provides regular updates about [name]’s development’ and another told us they were informed of their child’s developmental progress ‘through the Family app’ and by ‘talking to staff’.

At present, the registered manager undertakes the assessments on a monthly basis but through discussion we were informed it is her intention to delegate this task to members of the staff team. This will enable assessments to be carried out more frequently and therefore be more effective. This will also enable the registered manager to spend time on other tasks.

We found the children to be confident, relaxed and very much at home in the nursery. They were not hesitant in approaching us and when we stood still too long or sat down, they were quick and eager to be involved in what we were doing and excited to tell us what they liked about nursery. One child told us lunch makes them happy, another said they liked the toy food and another said they liked the teachers.

Supporting a balanced diet

The setting had a rolling snack system in place. This meant the children were able to help themselves to fresh fruit when they felt hungry.

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 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 registered manager explained how she has worked with other outside agencies in order to meet the needs of children in her care.

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

The atmosphere at the nursery was relaxed and calm and we found the staff team to be caring, attentive and respectful. We observed comfortable interactions between staff and children and the conversations heard throughout the inspection were natural and easy.

Parents told us they found the team to be kind and caring and one stated 'Relationships are at the heart of everything they do and the team are incredibly caring and nurturing; when I leave [child] at nursery I have complete peace of mind that [child] is safe, happy, cared for and cared about.'

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 bathroom and modesty doors were in place to ensure privacy and dignity were maintained for children who were able to toilet themselves.

Children were being encouraged to make their own 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 and all staff had signed a privacy notice.

Inspection Findings

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

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. This information had been shared with the staff team to ensure the individual needs of the children were being met. Parents stated regular reviews are being carried out to ensure all information is current.

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 had been shared with the team to ensure they were aware of each child’s individual needs.

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 was displayed by the entrance for parents to see. There have been no complaints since the last inspection. Parents said they found the registered manager 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 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 a variety of resources available for staff to use with the children to help them understand what was happening and we were informed 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 registered manager had a clear vision for the direction of the nursery and outlined their plans. It is their intention to develop the outdoor environment to include a digging area for the children to use and explore. They also plan to redecorate the playrooms and communal areas to ensure the setting is welcoming and a nice place to spend time.

Regular team meetings are being held and staff were encouraged to have open discussions and share their ideas and individual experiences and knowledge in order to develop and improve the service being provided. The staff team had a supportive working relationship and seemed to enjoy working together.

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 and acknowledge each other's contributions.

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

The registered manager was clear about her role and regulatory responsibilities. She informed us she has regular supervisions with the directors of Hopes and Dreams and monthly meetings with the managers of the company's other nurseries which she found 'helpful and supportive'.

Regular one to one supervisions are carried out with the staff team and we were informed by them that they found the meetings to be 'beneficial' and an opportunity to discuss a variety of topics.

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

Staff spoken to said they enjoyed working at the setting and felt the team 'worked well together'. They spoke about their appreciation for the opportunities provided by the company to attend training that enabled them to develop professionally and how they are encouraged to share new ideas to build and develop the service.

Parents said they were happy with the care being provided and felt informed about their child's day. The nursery also have an on-line application that enables parents to provide feedback/reviews about the service being provided.

Continuous learning, improvement, innovation and ensuring sustainability.

The registered manager explained she carries out regular audits of the premises, resources and equipment. Information from accidents, incidents, concerns and compliments had been assessed in order to identify any common trends and should any be found, actions would be taken to improve the service being provided.

Working in partnership with parents.

As well as the use of the on-line application used by the setting, parents are given verbal feedback about what the children have done that day. Parents said they liked the use of the application and found the staff to be approachable and responsive. 'The Family App is used to share observations and updates regarding [child] development and experiences at nursery. The staff are very approachable and we have regular discussions at hand over at the start and end of each session.' They also said they enjoyed a 'Stay and play' session held at the setting as it was a 'great chance to share' their child's 'nursery life'.