

# Annual Inspection Report 2022-2023

## PEEL PLAYGROUP

Child Day Care

30 November 2022



Isle of Man  
Government  
*Kelleys Eilan Vannin*

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**DHSC**

We carried out this announced inspection on 30 November 2022. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Peel playgroup 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**

The staff work as part of a team. They were all aware of their individual role. Each member of staff had developed and taken on new responsibilities.

The manager has established new processes that will enhance the effectiveness of the nursery management.

The premises have improved vastly since the last inspection. We were told that the provider has a good working relationship with the landlords. The interior had been painted throughout and maintenance work undertaken to combat the reoccurring damp areas.

### **The following are comments from parent**

- All the staff are really approachable and always make time to listen to any concerns. Also they are great and reply to text or phone call. If they have gone in upset there are great to send you little messages or photo throughout that day to help show you they have settled and are ok
- The staff are all warm, welcoming and friendly.
- My \*\*\*\* loves all the activities they do and \*\*\*\* loved the week they did about nursery rhymes.
- I as a parent feel the nursery as a whole Is very nurturing and feel so grateful that my \*\*\*\* attend peel playgroup and I love when \*\*\*\* comes home and ask when can \*\*\*\* go back to playschool to have more fun with her friends
- My children LOVE going so I think that speaks for itself, they are approachable, caring, compassionate and educational. The core values of this playgroup is what all children need they just go above and beyond every time and I'm forever grateful for their hard work.

- They interact really well with the children and my \*\*\*\* talks about one of the staff all the time and looks forward to going back to play with her.
- It's always very clean in there and my \*\*\*\* has never come home untidy.
- My \*\*\*\* has come on so well since starting and has really improved on speech and is always singing the songs they learn there.
- I think playgroup is one of the most loving nurturing environments for my \*\*\*\* to have flourished. When \*\*\*\* started a year ago \*\*\*\* was so nervous and timid and they have helped \*\*\*\* gain so much confidence.
- All the staff are amazing with the children and I have never had a cause for concern!

**Requirements from the last inspection were actioned.**

### **About the service**

The registered person must not look after more than sixteen (16) children in total between 2 and 5 (two to five) years of age.

Peel playgroup is located in the Phillip Christian Centre behind the Town Hall. It has two playrooms adjacent to each other and an attached outside play area. There are toilets located in the vicinity of the playgroup and a small 'kitchenette'. The office and kitchen are located in the main body of the building.

### **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 16 November 2022. We visited the location's office/service on 30 November 2022.

### **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), notifications, complaints/compliments and any safeguarding issues.

### **During the inspection**

We used an observational framework for inspection, this is a way of observing care to help us understand the experience of people/children.

We spoke to the staff that were working on the day of the inspection. We completed an inspection of the premises and the administration work. Children's and staff records were checked.

### **After the inspection**

Sent parental feedback questionnaires out to parents.

**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 improvement in this area.

This service was found to be safe.

**Systems, processes and practices to safeguard children from abuse.**

The provider had a policy and procedure for safeguarding children; this included a system for reporting and managing any concerns.

We were informed that there had not been any concerns.

The training matrix for the staff showed that all of the staff had completed the Isle of Man Level 2 Safeguarding Training.

**Staffing ratios and recruitment**

There was a safe recruitment process in place including pre- employment checks. There had not been any new staff commenced since the last inspection, but a written template record was viewed that included the checks to undertake and a section for the results.

The nursery had sufficient staff to ensure the staffing ratio could be maintained and cover provided for staff sickness and holidays.

**Assessing risk, safety monitoring and management**

Risk assessments were sampled for both indoor and outdoor activities. All information required was included, with the exception of 'who was responsible for taking any appropriate action'.

The exits were locked to ensure that children could not exit unsupervised. Also unauthorised persons could not enter without permission.

Seven children's records were checked, all the relevant information requested had been recorded. But two of the children's 'record of information' were missing a section for 'emergency contacts', these would be names of person's (provided by parents) to be contacted to collect the child in the unfortunate event that they were unable.

The service had fire safety procedures in place including the maintenance of the alarms and emergency lights. There was a written record for the completion of fire drills completed with the children. The frequency of the drills was discussed with the manager as it showed that these took place three times a year. It was agreed that drills needed to be undertaken more often to be taken at different times of the week to ensure that all children experienced the sound of the alarms and a drill.

Records also showed that the service had a trained 'fire marshal' but not all the staff had received 'fire awareness' training.

### **Using medicines safely**

The nursery had a policy for the storing and administration of medication. Records for the safe administration of medication were viewed. This included the details of the medication and parental authorisation for the staff to administer to the child.

Medication was labelled with the child's name and stored safely and out of reach of children.

### **Preventing and controlling infection**

The premises and equipment were clean and in a good state of repair and decoration. There was a daily checklist for ensuring the nursery was cleaned throughout the day. There was an ample supply of PPE, such as disposable aprons and gloves.

The nursery use guidelines for the control of contagious illnesses, including exclusion periods.

## **Action we require the provider to take**

Key areas for improvement:

- All children's records to have a section to include 'emergency contacts'

All staff must receive 'fire safety awareness' training

More frequency of fire drills undertaken with children

Risk assessments to include 'who is responsible to take appropriate action'

## 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**

There were sufficient qualified staff with an appropriate childcare qualification. The training matrix showed that staff had undertaken mandatory training including; safeguarding children, first aid and food hygiene, however not all staff had received ‘fire awareness’ training. There was a fire marshal that had completed the appropriate training.

#### **Supporting and developing children’s care and development needs**

The nursery had five staff working with the children, all of which had a level 2 or above Child Care Qualification.

The staff were aware of EYFS (early year’s foundation stages), a system for monitoring and recording children’s learning milestones.

Staff would record children’s observations and development on the ‘Tapestry app’, a system that can be accessed by the staff and the individual child’s parents.

Children’s art work would be sent home with the child on the day it was done.

#### **Supporting a balanced diet**

Children that stayed for lunch were requested to be provided with a suitable pack lunch. These were stored with ice packs and placed on a high shelf in the porch. Snacks were provided by the playgroup.

#### **Working with other agencies to deliver effective care and support**

The manager informed us that they have a good working relationship with other agencies. They were aware of how to make a referral for support from PSAC (pre-school assessment centre), and would always ensure parental permission was sought prior to any such contact being made.

We were told they were going to go through the process of requesting parental permission to contact Health Visitors if needed.

## 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 the team interacting in a positive and caring manner. Parents were greeted at the door when children arrived in the morning and were spoke to in a friendly and respectful manner. Exchange of information took place with some parents and children appeared happy to go into play.

Some children needed a bit more support to settle and this was done with a caring approach. Children were given time to settle and interact with others at their own pace.

Children were supported through play, the interaction between both was child led. Children were observed to play alongside each other and welcome others into their games. Circle/ story time gave an opportunity for the children to sit together and listen and answer questions about the story. Children's behaviour was managed positively with praise and words of encouragement.

#### **Maintaining children's dignity, privacy and promoting independence**

Toilets and wash hand facilities were located next to the main playroom. There were individual toilets with doors to provide privacy. The staff maintained a record of when a child had a nappy change and also when the area was cleaned.

Children were encouraged to use the toilet when they needed and to wash their hands.

The playrooms were set up with activities that enabled the children to choose what they wanted to play with. They could move from one activity to another when they wanted.



## 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**

Prior to a child registering at the setting parents are requested to complete a child information record. This provided information about the child’s individual needs including cultural, behavioural and social. This enables the setting to establish the individual needs of the child.

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

We were informed that there not been any complaints received.

There was a complaints procedure on the notice board in the porch along with the policies and procedures of the service.

#### **Supporting children when dealing with significant events**

We spoke to the manager regarding supporting children through significant events in their life. We were told they would discuss any situations or changes with the parents and help to provide support.

For example; we were told if a child was expecting the arrival of a baby into the home, they would use ‘circle time’ to read stories about babies and being part of the family. They would use ‘role play’ and dolls and talk about how to look after a baby. They said that listening to the children and liaising with the parents was the key factor.

### 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 require an improvement 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.**

By ensuring that the service had gathered information about the child prior to the start date, the setting can ensure they are prepared to meet that child's individual needs.

Children's individual development was recorded on the Tapestry app and shared only with the child's parents.

The staff were involve in 'planning' children's activities, which could be adapted if circumstances changed.

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

The registered manager has been in position since September 2022. She has been working in the playgroup for more than twelve months prior to this position and has gained experience of the setting. Through discussion we were satisfied that the manager was aware of the role and had begun making changes that would benefit the service. The staff were aware of their roles and responsibilities within the service provided.

There was an 'induction programme' for new staff to ensure that they were aware of how the service operated. The record kept required further detail to establish dates when specific areas had been completed and the manager was satisfied with competency.

Staff confirmed that they had received supervision, and the manager confirmed that these happened every six weeks.

We noticed that when the service opened its doors in the morning and again at lunchtime to greet parents and children that both the outer door and the door into the playroom were left open. This caused a sudden drop in temperature. We discussed this with the manager and she acknowledged that the inner door into the playroom could be closed to ensure the rooms stay warm.

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

Prior to a child starting at the nursery, parents were requested to complete information regarding the needs of the children.

The setting uses the 'Tapestry app', which is a system that enables the staff to provide information to parents quickly and daily. This includes photographs, observations that the staff have completed to record the child's developmental stages. The system allows parents to send messages back directly to the staff.

Parental feedback confirmed that they use the Tapestry app and receive verbal information from the staff regarding their child's developmental progress.

**Continuous learning, improvement, innovation and ensuring sustainability.**

The staff records showed that the staff were undertaking training, with the exception of not all staff had received fire awareness training.

Staff supervision notes were available, and showed that staff received one to one supervision.

Staff confirmed that staff meetings had not taken place. The manager had arranged their first staff meeting for the 30 November 2022. The team were aware of this and we discussed the topics for discussion with the manger. The manager knew the importance of keeping a written record of outcomes and any action to take.

**Working in partnership with parents.**

Parents were providing information about the child prior to the start date. The setting was providing continual information to the parents in regard to their child's progress via the Tapestry app or verbally when the child was collected.

Parental feedback confirmed that the setting provided information in both forms.

**Action we require the provider to take**

Key areas for improvement

- The staff 'Induction Record' requires more detail and include dates of completed areas covered.