

Annual Inspection Report 2022-2023

Gloryland Pre school Nursery

Child Day Care Centre

21st February 2023



DHSC

We carried out this announced inspection on 21st February 2023. The inspection was led by an inspector from the Registration and Inspection team who was supported by a second Inspector from the Registration and Inspection team for the morning of the inspection.

Service and service type

Gloryland Pre-school Nursery is a day care centre. This means that 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 is divided into age groups, each age group area appeared to be well organised with planned activities around key themes adapted to meet the needs of each age group.

The children appeared to be happy and were encouraged to engage with the activities in a positive manner. The children were able to move around freely between planned activities and free play. Interaction between the staff and children appeared natural and positive. Where a child showed signs of distress the child was comforted quickly and appropriately by a staff member.

There appeared to be good communication between the setting and parents and parents said they were happy with the services provided for their child.

Feedback received from the families of children attending the nursery was positive. The following comments are taken from the questionnaires that were sent out to families' pre inspection.

- " .. all staff are very approachable and are always happy to help and talk through concerns"
- The nursery does " fun and engaging activities that encourage development. They offer dancing, yoga and music classes which the children absolutely love.."
- " Everyday when I collect xxxx I'm given a breakdown of her day. They let me know what she has eaten, how she's slept and how shes been with the toilet as we're in the process of potty training."

- "The staff are all so friendly and open"
- " we've never had a reason to complain however when we've had questions we've emailed and xxxx has been quick to respond."
- My daughter is so happy there, I don't think she's ever had a bad day and she has never not wanted to go to school. She eats all her food, its clean and nurturing and we are so happy for her to be there"
- " The relationship all the team have with my children has been first class. While the nursery may not have the best surroundings or facilities its credit are its staff"

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

About the service

Gloryland pre-school Nursery is located in The Rechabite Hall in Allan Street Douglas. The building is set out over three floors; the ground floor is used for preschool children and is divided into three areas which the children use, including a large play room, a smaller messy play room and a quiet room. There are also toilets, the reception area and a small kitchen on this floor.

The first floor is divided into two main areas with children divided according to their respective ages; one area is used by the two year old children and the other by those three years old. The two year old area is also used for transitional children from Gloryland Sunbeams Nursery. This floor also has a toilet area and the nappy changing area.

The second floor is divided into three areas, a carpeted activities area, a small staff sitting area and an area currently used for storage of toys and other items.

There is no outside space but the nursery uses the public play park which is within walking distance.

They are registered to care for no more than 45 (forty five) children in total aged 2 (two) years and above.

The ground floor is to be used by no more than 16 (sixteen) children aged 2 years and above.

The first floor is to be used by no more than 32 (thirty two) children aged 2 years and above.

The Second floor can be used for activities with no more than 24 (twenty four) children in total aged 2 years and above.

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 7th February 2023. We visited the location's office/service on 21st February 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), supporting documents, family questionnaires, 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 undertook an inspection of all rooms and the various different areas of the nursery. Several staff members from each area of the nursery were individually spoken to whilst they were undertaking their duties. We also spoke to the registered manager and one of the directors of the nursery.

A range of documents were examined including children's records and 'Learning Journals' Staff records, including training records and certificates, induction records, pre-employment checks were also examined.

Document relating to the management of the service were also examined including policies, risk assessments, menus, safeguarding procedures, cleaning records and medical information.

After the inspection

Verbal feedback was given to the registered manager.

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 improvements in this area.

This service was found to be safe.

Systems, processes and practices to safeguard children from abuse.

The setting had safeguarding policy and procedures in place and staff who were spoken to displayed an understanding of these processes.

There was safeguarding information on display which needed some updates and amendments, some information in the policies also needed amending and updating; these were updated on the day of the inspection when they were pointed out to the registered Manager. The training matrix indicated that all staff had completed the Isle of Man level 2 safeguarding training. Additional safeguarding information sharing /training is also carried in house during staff meetings.

Nappy changing policies were in place and records observed to show that correct procedures were followed. Discussed with the registered manager regarding the process and use of spot checks and how these were undertaken.

The nursery uses guest teachers for the dancing, yoga and music sessions; it appeared that no safeguarding checks were in place regarding the use of these guest teachers, ie no DBS records were available. It was stated that the children were never left alone with these teachers as the nursery staff take them up to the second floor and stay with them during the activities.

Staffing ratios and recruitment

Pre-employment checks are in place and documents were seen for the two staff recently recruited. Some additional information was required to be added to the pre-employment checks, this was discussed with the registered manager and a copy of the updated pre-employment checklist was left with the manager for future reference.

There was an induction process for all new staff which needed to be completed during the first six weeks; during this six weeks they are also observed by the manager and at the end of the six weeks an evaluation meeting is undertaken with a questionnaire being completed.

Staffing ratios met the required adult to child, 1:8, ratio. There were 31 (thirty one) children in on the day of inspection with six staff alongside the registered Manager and the director who were both mainly in a supernumary capacity but did cover for breaks as required.

There was a lone working policy in place and staff rotas seen indicated that this was complied with. Unqualified staff were not left to work without a qualified staff member.

Assessing risk, safety monitoring and management

The risk assessment policy was seen and checked for review dates to show they were reviewed annually. Staff said they were involved with the risk assessments and appeared aware of the processes involved.

A number of risk assessments were checked including fire risk assessments, outings risk assessments, and the use of toys and equipment. All were in date and had been reviewed. The daily check list (opening checks and closing checks) was seen and discussed with the registered manager.

The access to the premises are via a secure locked door and staff are the ones who allow access. There was a visitors' book in use and ID's were checked. During the day there were

various drop offs and collections off the children and it was observed that the parents and children were welcomed in and handovers were given where necessary. Access was only gained when a staff member was in attendance.

Staff sign in and out of the building if they leave during the day, when staff are redeployed for other tasks this will be shown in the rooms on the noticeboards.

Each area had a children's register with the child's full name in place, some of the individual areas had the DOB of the children included but not all.

The confidentiality policy was seen, it was in date and reviewed (1/8/22); children's records were stored securely in a locked cabinet.

On inspection of the premises the staircase from the first floor to the second floor had no stair gate and no suitable hand rails.

The second floor area is one large space with the area to the left of the staircase predominantly used for storage of equipment, toys and some decorating items. The area was openly accessible to the children and there were items stored that weren't child friendly and in some cases might pose a risk to a child; stacked toys, paint pots, paint trays and a pointed paint pot opener. The area to the right of the stairs which is used by the children during activities appeared cluttered with items; large tins of beans, hand towels, wipes on top of the surfaces. Open floor cupboards were also used for storage which meant that the areas didn't feel very child friendly. Discussion with the manager focused on the need to make this area more child friendly and safe; if the area is going to continue to be used for storage then none of the items stored should be accessible to the children.

Using medicines safely

There was a medication policy in place which had been reviewed in August 2022. The children's files also had permission in place to administer medications and these were signed and dated by the parent, they also contact the parent before administering any generic medication. The administration of medications were split into long term and short term medications and there were procedures in place for both.

Medication is stored out of the reach of the children in the kitchen area, a temperature check was taken and the temperature was found to be within the permitted range at 22C.

Three staff had undertaken training regarding the administration of medication and the certificates were seen for these staff and there is a list of these staff on the notice board.

All medication administered is recorded and the records of these were checked and found to be The records

Preventing and controlling infection

There were several procedures in place to prevent the risk of infection including the observed use of PPE during nappy changes and whilst serving lunches. The children were observed washing their hands before eating. All snack boxes were named and had individual icepacks in them. Three staff have Level 2 in Food Safety, certificates were seen. Fridge temperatures were checked and recorded and there was information about allergens on display.

Cleaning schedules were in place and were displayed in each area however some copies weren't very legible and needed replacing. An external cleaning company was also used several times a week and evidence of invoices for this was seen.

On inspection there were several areas which would benefit from a deep clean. Some of the table tops that the children were using on the first floor had dirty sticky marks where sellotape, or similar, had been used on them and some of the soft bodied dolls had stained and dirty bodies. The tops of the skirting boards were very dusty and dirty as were several of the radiators. The air vents throughout the building were dirty and congested and the carpets on the second floor were stained and in need of cleaning. The floor in the first floor changing area looked worn and tired, the potties looked well used and old and the nappy bin was rusty and needs to be replaced.

Cleaning materials were kept in a locked COSHH cupboard.

The building is a leased building and some of the areas were displaying evidence of needing maintenance work. There was water damage to the paintwork below the windows on the second floor stairway, we were told that the landlord was in the process of addressing this issue. There was black mould around the tall windows and on the gable end wall of the preschool area. There was also evidence of peeling paint and rust bleeding through the radiators pipes in the changing area on the first floor which was within reach of where the children were changed.

Action we require the provider to take

Key areas for improvement:

- Safeguarding checks should be made and recorded for guest teachers
- The second floor area needs addressing to ensure that it is safe and child friendly including cleaning of the carpet.
- A deep clean of all areas is required to address the dust and dirt that was observed on the radiators, skirting boards and air vents.
- The furniture, equipment and toys used by the children need to be checked and measures taken to ensure that they are clean and fit for use.
- The Landlord needs to be requested to carry out maintenance to the areas noted above.

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 are five qualified staff with appropriate childcare qualifications and two non-qualified staff. The responsible person also has a childcare qualification and one of the directors who provides cover is working towards their qualification. The staff training matrix showed staff had undertaken mandatory training including safeguarding children, first aid, fire safety, and where necessary level 2 food safety, medication administration training and asthma and epi-pen training. There are regular CPD sessions during staff meetings. New staff undertake an induction programme. Regular 1-2-1 evaluations (supervisions) and annual appraisals take place, records are in staff files. Staff reported that they felt well supported and listened to. All staff spoken to said they enjoyed their work and it was felt that there was a high level of morale.

Supporting and developing children’s care and development needs

Staff use the EYFS (early year’s foundation stages) to develop and plan the activities for the children. Staff were involved in planning themes and activities for the children and appeared to work well together. Spontaneous activities are also facilitated. During the inspection the theme was pancake day with each area undertaking various activities suited to their age group. There was plenty of opportunity for free play observed during the day. Each child had a ‘Learning Journal’ where key events and targets were highlighted. These were used to identify any areas of concern regarding delays in development and allowed them to address concerns with parents where necessary, to agree extra support. Photographs, artwork and staff observations were also recorded including examples of the child’s development ie pencil control and handwriting. Assessment against targets are carried out 6 monthly. Parents confirmed that they received information about their child’s progress during pickup and drop off. This was also observed during the inspection.

Supporting a balanced diet

Hot meals are provided by the setting which are contracted from an external caterer. There is a six weekly menu which is provided by the caterer with children’s preferences being accounted for as per their child information pack. Meals are probed for temperatures on arrival and dished into individual portions by staff who have their level 2 food safety certificate. Meal times didn’t appear rushed and all children seemed to be enjoying their food. Menus are displayed on the walls in the reception areas for parent to see however on the day of the inspection the meal delivered didn’t appear to match the menu plan shown on the wall. Meals are eaten in individual areas with the tables being sprayed and cleaned before use, tables and chairs were of a suitable size for the children to eat comfortably. Water bottles were on site and named so that intake could be monitored. Parents provide snacks for throughout the day which are in named bags and contain ice packs, these tend to contain fruit and other finger type foods.

Working with other agencies to deliver effective care and support

Children are supported that require extra support from the preschool assessment unit and other outside agencies such as Crossroads. The nursery works collaboratively with the carers to help set and reach targets and attends assessment meetings as required. Meeting notes were seen by the inspectors.

Children with specific medical conditions were also supported and the nursery worked with the parents and the medical professionals to ensure that children were supported appropriately.

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

During the inspection we spent time in each of the individual areas. Interactions between the staff and the children were natural, relaxed and positive. Staff were witnessed encouraging one child who appeared a little shy to join in the activities and did this without fuss to achieve a positive result. One child was given attention on a 1-2-1 basis when they were upset until they were calm enough to join back in with the rest of the group.

Children were given choices of how and what they wanted to play with.

We observed children coming into the setting and all children were happy to be there, each child was greeted by a staff member who took them to their appropriate area.

Maintaining children's dignity, privacy and promoting independence

There are two toilet areas, one on the ground floor and one on the first floor. Each are was set out appropriate for the children's needs and in a manner that allowed staff to observe whilst maintaining the child's dignity. Doors were of a height that the children couldn't see each other but the staff could see the child if needed. Doors were shut with magnetic catches so that there was no risk of the child being stuck but it allowed the doors to stay closed during use.

Areas for intimate care were available for those being potty trained and needing nappy changes, these were used singly according to the intimate care policy.

Confidential information regarding the children was kept in a locked filing cabinet.

Children were observed feeding themselves and undertaking free play independently.

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 require some improvements in this area.

This service was found to be responsive.

Delivering personalised care

Prior to the child starting at the nursery parent are required to complete a child information pack. This provides information about the child’s needs including cultural, behavioural and social needs. It indicates the child’s first language alongside any others spoken. Dietary preferences and medical information is also highlighted alongside the likes and dislikes of the child.

Activities were tailored to include a diversity of cultural and religious occasions.

There was however little acknowledgement of diverse family arrangements such as single parents, same sex families units. This was discussed with the manager who said if this was relevant to a child then they would make changes to accommodate this.

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

The complaints procedure was on display for the parents to see and it was also included in the parent pack that the parents get when they register their child with the nursery.

The registered manager said they hadn’t received any complaints since the last inspection but that she would follow the procedure if they did.

Supporting children when dealing with significant events

The registered manager explained what would happen if a significant event occurred such as a death in the family. The parents would be asked how they wanted the situation to be managed to ensure a consistent approach. Support would be offered to both the parents and the child if it was felt necessary. Information leaflets would be sourced by the responsible person. The situation would be discussed with the team leaders and if it was felt appropriate it would be included in circle time / story time.

Action we require the provider to take

Key areas for improvement

- Action needs to be taken to ensure that the environment, resources and planning reflect all instances of diversity, inclusion and equality.

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 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 statement of purpose sets out the vision of the nursery and staff were aware of this. The conversations with staff reflected that they felt it was an open and positive culture in which to work. The staff were involved in the planning of themes and activities for the children in their care but were flexible in these if required. Staff said they felt supported and were encouraged to make decisions regarding the children based on the information the parents supplied. Staff were fully involved in the child targets and assessment process.

Information gathered from the parents prior to the child commencing in the nursery was used to inform the needs of the child and promoted a person centred approach.

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

There was a clear management structure in place and the registered manager was fully involved in the running of the nursery. There appeared to be some confusion regarding the recognition and need for the 'responsible person' as required under Regulation of Care Act 2013 and the Regulation of Care (Care services) Regulation 2013. This may lead to confusion over roles as the responsible person was referred to as the registered person. There was also a need to include the business contact details, email address and phone numbers, for the designated officials within the staffing structure framework.

The statement of purpose also needed several minor amendments made where changes had taken place, but these were completed during the inspection.

Staff when spoken to were aware of their roles and responsibilities and the responsibilities of management within the management structure.

The registered manager stated that she had regular catch ups with the staff and there were regular staff meetings which were recorded. Staff also confirmed this during discussions. Staff were supported via supervisions, 1-2-1 evaluations and annual appraisals.

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

Parent complete a record of information for their child prior to them starting at the nursery, this is updated whenever things change or when parents give additional information. Parents were also updated of their child's progress during collection and drop off times; this was observed throughout the day during the inspection.

There is also a Facebook Group where photos of the children going about their daily activities are posted. This is updated regularly.

The questionnaire responses indicate that parents feel engaged and involved with the service provided for their child.

Continuous learning, improvement, innovation and ensuring sustainability.

Staff records showed that staff were undertaking training as required. Induction records were seen and staff said they are supported to develop, this is discussed during their supervisions. There is a CPD plan in place for staff showing plans for development during the year. Informal training /information sharing takes place during staff meetings and discussion take place around incident which may have occurred to ensure that learning takes place to prevent repeat incidents.

Working in partnership with parents.

The staff are always available to speak with parents and various conversations with parents were witnessed throughout the day. The parents are kept informed of the progress of their children and the results of the six monthly assessment against targets from the learning journals. Parent are kept informed about activities both during handovers and via facebook. Parent are invited to a formal meet the teacher session before their child starts in the preschool where they are informed about how activities are planned in order to develop their child.

Parental feedback indicated that they felt they had a good relationship with the service.

Action we require the provider to take

Key areas for improvement

- Clarify within the statement of purpose and other documents who is the designated Responsible Person for the service.
- The business contact details for the designated officials, responsible person and registered manager, must be included on the staffing structure documents and made available for parents.