

Annual Inspection Report 2022-2023

Park House Nursery

Child Day Care Centre

6 March 2023



DHSC

We carried out this announced inspection on 6 March 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Park House Nursery 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.

Staffing levels were safe and exceeded the minimum staffing ratio requirement. Interactions between the staff team and the children were relaxed and natural and this helped create a warm and happy atmosphere.

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, caring and friendly.

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

- 'I am more than happy with the care being provided by the girls at park house for [name], [child] absolutely loves going to nursery.'
- 'Genuinely believe they do everything just right.'
- 'Park House staff are caring and friendly. They put a lot of effort into the nursery environment, displaying the kids art and themes. It is a warm and nurturing space and I have been extremely happy with the level of care and attention for my [child].'
- 'Excellent care, lovely people who genuinely love what they do.'
- 'After experiencing other settings I can say we have always been happy with Park House and the team there.'
- 'My [child] really enjoys going to Park House. The staff are always positive and caring towards the children.'
- 'I just generally think the setting as a whole is really good. It's such a bright and warm welcoming place to be.'
- 'Both the manager and the staff are very approachable and are always happy to discuss any concerns or queries.'

- 'Our [child] is very happy at Parkhouse which we feel is a testament to how the staff interact with our [child]. The staff were so welcoming and encouraging in the early days of settling and this attitude has not changed.'
- 'My [child] really enjoys going to Park House. [Child] always comes out with a smile on *** face, [child] enjoys telling me on the way home what [child] has been up to in the day.'
- 'Very happy with the care being provided. My child is always happy to attend Park House and has never mentioned anything to myself or my husband about not being happy there.'
- 'The setting is very accommodating and the staff are very good with the children.'
- 'As a mother you naturally worry about your children when they are not with you but I can honestly say I have never hesitated sending them into Park house as I know they are well cared for and enjoy the setting.'
- 'My [child] enjoys nursery, [child] comes home with pictures and muddy from playing outside which [child] thoroughly enjoys.'
- '[Child] has developed well since starting, [child] enjoys going in and talks about nursery at home and what [child] does during the day.'
- 'My [child] loves it and has learnt so much, I recommend it to anyone who asks.'

There were some points raised in the received feedback that were discussed with the management team.

About the service

Park House Nursery is located in the Isle of Man Business Park in Braddan and as of November 2022 came under new management. They are able to care for 48 children aged two years and above. The setting has five playrooms, children's toilets, a kitchen, dining room, an office and separate staff facilities. Children have access to a large grassed outdoor play area to the rear of the property as well as a smaller area to the side that is covered with impact absorbing surfacing.

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 27 February 2023 and we visited the service on 6 March 2023.

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) and supporting documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 80 families who use the service. 16 responses were received.

During the inspection

We spoke with three members of staff, the nursery cook, the responsible person and the registered 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 a number of policies, completed medication and accident records, children's records and health and safety information. We also looked at information used to monitor and assess children's development and learning and the files for two new members of staff were examined in relation to recruitment and induction.

After the inspection

Three parents submitted feedback about their experience of the nursery.

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 improvement in this area.

This service was found to be safe.

Systems, processes and practices to safeguard children from abuse.

A number of systems were in place to safeguard the children attending the setting. Staff had attended level 2 safeguarding children training and arrangements were in place to ensure they were able to refresh their training when required.

Staff take turns carrying out intimate care tasks and a second member of the team was close by to help minimise the vulnerability of the child and staff member. The staff team were not permitted to have access to their mobile phones whilst they are working with the children and the open lay-out of the rooms and high staffing levels meant the team rarely work on their own.

There was a system in place for recording and reporting any concerns raised or disclosures made. We examined the setting's safeguarding policy and found the document did not include a clear procedure for the staff to follow and referenced out of date guidelines. It also contained statements that were not clear or accurate.

Staffing ratios and recruitment

Staffing levels were observed to be safe. Over half the staff team held a level 3 childcare qualification and one member of staff was in the process of gaining their level 3 qualification. All staff have DBS in place – online checks carried out every year

The records for two new members of staff who had commenced at the setting since the last inspection were reviewed. 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

The building and outside play areas were found to be secure. 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 setting's visitor's book.

A variety of risk assessments were in place that covered the premises, outings and activities. Evidence showed the assessments were being reviewed on an annual basis as well as when a change had taken place. Some assessments did not show what risks had been identified or who was responsible for ensuring the control measures were in place.

Routine tests and maintenance checks on the environment and equipment were up to date and were being carried out within the expected timescales.

During the inspection of the playrooms and communal areas, we found that the walls, gates and woodwork were showing signs of wear and tear and the condition of the flooring in the playrooms and children's toilets needed attention.

Using medicines safely

Systems were in place for the safe administration of medication. There was an up to date policy in place and a designated place to store medicines safely out of the reach of children. Each child's medication was stored in individually named boxes with the respective expiry date of the named medication recorded on each box. There was a system in place that showed all medication expiry dates were being checked on a monthly basis.

Parents are asked to complete the relevant documentation prior to the administration of any medicines. Completed forms showed all medicines given had been witnessed by a second member of staff and acknowledged by the person collecting the child.

Preventing and controlling infection

There were a number of arrangements in place to help prevent the risk of infection. Personal protective equipment (PPE) was available and being used by the staff team and parents are asked not to send their children to the nursery if they have an infectious illness. There was an up to date policy in place to support this.

Children and staff were observed washing their hands throughout the inspection and staff were heard explaining to the children why this was important. Staff carry out general cleaning duties throughout the daily and the setting is cleaned by an outside company every evening. Some areas were found to need cleaning and this was addressed during the inspection.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure the setting's Safeguarding policy contains clear and up to date information that supports the staff team should they have a concern about a child in their care.
- Action is needed to ensure the risk assessments include information that will help minimise risks and ensure all persons are aware of their responsibilities.
- Action is needed to ensure the premises are maintained a suitable state of repair and decoration.

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 as well as promote their development and learning.

All mandatory training was up to date and additional training had been undertaken in order 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 curriculum and all activities were planned and well resourced. Staff in each respective playroom are responsible for their own planning and regular observations were being carried out in order to monitor and assess the children’s developmental progress. The management team had ensured there were systems in place to support a child who may not be meeting developmental milestones within the expected age range.

The displayed planning showed there was a balance of adult-led and child-led activities being carried out as well as spontaneous play. Staff also ensure children’s interests are included in their planning in order to make sure the children are interested in, and enjoy the activities set out. Monthly topics are carried out and on the day we visited, the children were learning about growing.

The setting promotes learning through play and there was a wide variety of activities set out for the children to participate in. Resources were accessible to the children and they were observed to be absorbed in their play. Parents told us they were ‘impressed with the diverse range of activities that my child completes whilst at Park House’ and ‘the activities and topics covered are creative and engaging for the children’

Each child has a ‘My Park house nursery Story Book’ that captures their progress during their time at the nursery. The books contained observations, photographs and samples of their ‘work’ and are used to support the staff in their assessments. Parents are given their child’s book when they leave the setting.

Supporting a balanced diet

The nursery provides meals for the children that are cooked fresh on-site every day by the nursery cook. The children are offered a variety of foods such as pasta, rice, soup, fruit vegetables and meat/chicken. Vegan and vegetarian options were available to ensure all needs are catered for and drinking water was available to the children.

The nursery cook was aware of the dietary needs of the children and explained how she ensures there are a variety of foods available for any dietary requirements. To ensure

consistency through the change of ownership, there have been no changes made to the existing menu. The nursery cook explained to us that she is looking forward to devising a new menu in April and that waiting has enabled her to become familiar with the children's needs and preferences; knowledge she will use when creating the new menu. Comments made by parents confirmed they were pleased with the foods being provided. We were told 'the food is good', 'lunches are healthy and plentiful' and 'the meals provided are also excellent and my child really enjoys them'.

Arrangements were in place for children whose parents provide them with a packed lunch. Lunchboxes were stored safely and during lunch time, the children sat together at tables in the dining room with staff supporting them if needed.

There was a system in place for staff to make a record of what the children had eaten. The 'Lunch Record' is shared with the parents and when children eat all their lunch, staff use an ink stamper on the slip that shows they are a 'Superstar Eater'.

Working with other agencies to deliver effective care and support

We were informed the management team would liaise and work with other agencies to ensure a child's individual needs were being met.

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 friendly interactions between staff and children. Staff were attentive and caring and knew the children well. One parent wrote 'my child happily runs in each morning and I can see how happy and comfortable [child] feels with the staff.'

Conversations heard between them were natural and easy and staff were observed giving each child their time and attention, listening to the children and their responses showed they gave value to what was being said.

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 bathrooms. Doors were in place to ensure privacy and dignity were maintained for children who 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. Staff were observed to be respectful in their approach and expectations were in keeping with the children's age and level of understanding.

All records and documentation were held securely and staff were aware of the need to maintain confidentiality.

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

Children are assigned a keyworker when they start at the nursery and they stay with the children as they progress through the nursery. This means most children stay with the same member of staff for an average of two years. Staff told us they liked this system as it enabled them to really get to know the children. Parents told us ‘they have a lovely bond with children, whilst treating them as individuals’ and ‘they listen about home routines, eating habits, naps etc and try to implement this in the nursery setting. The staff take into account that each child is different and ensure that all their individual needs are met.’

There were resources throughout the setting that reflected equality, diversity and inclusion and the responsible person informed us this will always be a consideration when new resources are purchased. This will ensure all people attending the nursery will know they are valued and will also promote the children’s awareness and respect for the world around them.

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

A detailed policy was in place and information on how to make a complaint was clearly outlined. There have been no complaints since the last inspection. Parents told us they would be confident approaching the staff team and felt they would be listened to. The management team said any concerns or complaints would be taken seriously and used as an opportunity to learn and improve.

Supporting children when dealing with significant events

The nursery have a selection of resources available in order to support children when a significant event occurs such as the death of someone close, parents separating or the arrival of a sibling. We were informed they would discuss the situation with the parents and work with them to ensure consistency in approach and that any cultural or religious beliefs were respected.

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 management team worked well together and had a clear vision for the direction of the nursery. It is their intention to develop an area of the garden and equipped it with resources like a mud kitchen in order to improve the children's experiences when they play outside.

They also plan to continue develop the use of the recently introduced on-line application in order to improve communication with parents that enables them to have current information about their child's developmental progress and eventually support the setting in becoming paperless.

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 worked well together and appeared to have a good working relationship with each other and this help create a happy environment.

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

Both the registered manager and the responsible person were clear about their respective roles and regulatory responsibilities. Management tasks are shared between them and this was working well.

The registered manager spends time working alongside the team, observing and reviewing staff practice and 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 members spoken with told us they enjoyed working at the nursery, felt supported by the management team and were encouraged to share ideas in order to develop the service being provided. Staff discussed the recent changes that have taken place 'have been positive' and 'went smoothly'. Parents told us they were happy with the care being provided and found the management team and staff members to be approachable and friendly.

Continuous learning, improvement, innovation and ensuring sustainability.

The responsible person explained that since taking over the ownership of the nursery, she has carried out an initial audit of the premises, resources and equipment and plans to do this regularly. 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.

The nursery used a variety of media in order to keep the parents informed about nursery life and this was confirmed by families. We were told 'we get books, reports, pictures etc. and verbal updates' and 'monthly newsletters provide information on the topics they are covering that month, and the park house Facebook page is updated with photographs regularly'. A number of parents told us staff took time to talk to them when they collected their child.

The registered manager said the children's progress files were available to the parents should they wish to see them and was confident the implementation of the online application will improve the sharing of information.

There was a poster displayed in the entrance of the setting to inform parents about the staff team. The poster included photographs of each staff member and outlined their qualifications and experience.