

Annual Inspection Report 2022-2023

The Buchan Nursery

Child Day Care Centre

28 March 2023



DHSC

We carried out this announced inspection on 28 March 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

The Buchan 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.

There was a new management team in place at the setting. They had a shared vision and worked well together.

The staff team had a good working relationship and were very supportive of each other. They share all tasks, discuss ideas and share the same ethos. This has helped develop a welcoming, friendly atmosphere. They were positive about working at the nursery and said they 'loved working here' and felt 'supported', 'listen to' and 'valued' by the management team.

The children appeared happy and were receiving a caring service that promoted their independence, confidence and learning.

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

- 'From my perspective it is run well and the children enjoy it.'
- 'I believe the resources and location / grounds of the Nursery are excellent.'
- 'The children are offered fantastic lessons in music, singing and dancing and have organised visits from the local community.'
- 'I'm happy with the care, the staff are lovely and my [child] is happy.'
- 'The staff are all really friendly and very approachable.'
- 'They do a lot of outdoor activities and their nursery setting is beautiful.'
- 'I find all the staff and the manager very friendly and approachable.'
- 'Our child loves going to Nursery and runs towards the teachers in the morning.'
- 'The setting provides excellent care and service for my child which is the most important thing we could ask for.'

- 'Overall I would say that the nursery provides a very friendly and energetic atmosphere.'
- 'I think the balance between learning and play is good.'
- 'All the staff at the nursery are very approachable and [name] is extremely fond of all of them.'
- 'I find all of the staff to help very helpful, approachable and professional.'

There were some points raised in the received feedback that were discussed with the management team, who stated they would consider the suggestions in order to improve the families' experience at the setting.

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

About the service

The Buchan Nursery is situated in the grounds of The Buchan School in Castletown. Under Section 54 of the Regulation of Care Act 2013 the registration requirement does not apply to the nursery as the provider is a business that provides child day care at a school, but the Registration and Inspection Team regulate to the same inspection standards as those applied to registered services

The nursery has three playrooms, children’s toilets, staff facilities, a reception area, a large enclosed outdoor play area and use of the surrounding grounds. The setting provides hot meals for the children that are cooked fresh every day by the chef in The Buchan School.

Manager status

The service has an applicant currently undergoing the process with the Registration and Inspection team in order to verify their suitability to manage the setting. This means that they and the provider are 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 13 March 2023 and we visited the service on 28 March 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 14 families who use the service. Seven responses were received.

During the inspection

An inspection of all rooms and areas was undertaken and a range of records were reviewed. This included children’s individual care records, completed medication forms, accident forms, and a variety of documents relating to the management of the service. The files for five new members of staff were examined in relation to recruitment and induction.

We spoke with four members of staff, the chef and both members of the management team. Observations were carried out using an observational framework for inspection. This is a way to help us understand the experience of staff and children.

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. All staff have attended level 2 safeguarding children training and refresh their training every three years. Management explained it is their intention to source systems that enable the team to refresh their training more frequently in order to ensure they are continuously up to date with their knowledge.

Staff take turns carrying out intimate care tasks and arrangements were in place to support them in order to minimise the vulnerability of the staff and children. The staff team are not permitted to have access to their mobile phones whilst they are working with the children and the lay-out of the rooms and staffing levels ensured there was no lone working.

There was a system in place for recording and reporting any concerns raised or disclosures made and the setting had a designated person who is responsible for taking the lead should a concern be raised. Additional forms such as an accident at home form, existing injury form and head injury form were in place to support the staff team to protect the children.

The setting had a Safeguarding policy in place. Examination of the policy showed it contained information that was not relevant to the Isle of Man, referred to incorrectly named government departments and included a procedure that may breach confidentiality.

Staffing ratios and recruitment

There were five members of staff who had commenced their employment at the setting since the last inspection. Examination of their files showed 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. Evidence was submitted to show all staff had a current Disclosure and Barring Service (DBS) check in place or were in the process of being renewed. Annual online checks had been carried out on those who had signed up to the update service.

Staffing levels were observed to be safe. Over half the staff team held a relevant childcare qualification and two members of staff were in the process of gaining their level 3 qualification. Another is due to commence their training in April 2023.

Assessing risk, safety monitoring and management

The building and outside play area were found to be secure. Arrangements were in place to ensure no unauthorised persons could access the premises without the staff team being aware. Visitors can only enter when let in by a member of staff. Once in, visitors are asked to sign the visitors' book and wear a visitors' pass. Doors leading from the entrance into the playrooms are fitted with keypad locks and only the staff team are given the combination.

A variety of risk assessments were in place that covered activities both indoors and outdoors.

Evidence showed they were being reviewed annually as well as when changes occur. Resources and equipment are checked on a daily basis and any broken/damaged items are removed so they do not pose a risk to the children.

Routine tests and maintenance checks on the environment and equipment were up to date and were being carried out within the expected timescales. Certificates and records were in place to evidence this.

The management team attend regular health and safety meetings with the King William College (KWC) Health and Safety committee in order to keep up to date with the latest information.

Using medicines safely

Systems were in place for the safe administration of medication. There was an up to date policy in place and there were suitable arrangements in place to ensure medicines were stored safely out of the reach of children. Prescribed medication is not accepted unless it is in the original packaging, complete with the prescription label that enables staff to verify the medication to be given has been prescribed for the named child. Medication will not be given to a child unless the relevant documentation has been completed by the parent. The form used recorded the date the medication was handed to staff and the date it was returned to the parent.

In order to meet the children's individual medical needs, all members of the staff team have attended appropriate training to ensure they are able to administer specific medicines safely.

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.

The staff team are supported by the college/school's cleaners in regards to cleaning the setting and all rooms, communal areas, resources and equipment were found to be clean.

Children were observed being encouraged to wash their hands throughout the inspection. Age appropriate explanations were given to the children in order to develop their awareness and understanding of why the task was important.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure the setting's Safeguarding policy reflects information that supports the staff team should they need to raise a concern.

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. Staff have access to the KWC training programme and had attended additional training in order to develop their knowledge and 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 each child has their own keyworker. Planning sheets were displayed in each room and the staff team are supported by the Head of EYFS at the Buchan School who meets with them regularly in order to ensure continuous good practice.

The setting was actively promoting learning through play and there was a wide variety of activities set out for the children to participate in. All were planned and there was a balance of adult-led and child-led activities as well as spontaneous play.

Regular observations are being carried out and assessed in order to monitor the children’s developmental progress. Should staff identify an area where a child wasn’t meeting a developmental milestone, we were informed ‘staff would work hard to ensure they are giving the child the additional support they need’.

Observations were recorded and parents are kept informed of their child’s progress verbally and on the on-line application used by the nursery. One parent told us they ‘get most of my information regarding [child] care and progress through Tapestry. The entries are usually detailed and explain what the learning activity was and how [name] got on.’

Children were being encouraged to makes their own choices as to what they wanted to play with and to enable this, resources had been made easily accessible to them. During our visit one group of children were participating in a ballet class and were eager to show us their ‘special shoes’ and tell us how much they enjoyed dancing. Parents told us they were pleased with the variety of activities and experiences being offered to the children and said the children were provided with ‘lots of fun art/craft activities, dancing and forest play’, ‘offered fantastic lessons in music, singing and dancing and have organised visits from the local community’ and ‘have the opportunity to use the school’s outside spaces for example the forest, play areas and rose garden’.

Children have access to a secure outdoor play area to the rear of the premises. We were informed this is an area the team are planning to develop in order to improve the children's outdoor experience.

Supporting a balanced diet

Arrangements were in place to enable the children attending the nursery to be provided with hot meals cooked and served in The Buchan School. The food was prepared and cooked by the school's chef and there was a three week rolling menu plan in place. The menu, which is changed every term, provided information in regards to the ingredients used in the foods and the management team had ensured the chef was aware of the children's dietary needs.

Children were being offered a wide variety of foods such as pepper-pot beef, Kung Po Glazed chicken, vegetable cottage pie, vegan sausages, curry, fish, quiche, tortillas, vegetables rice and pasta as well as shortbread, flapjacks, trifle, crumble, yoghurt, cakes, mousse and fruit.

Nursery staff accompanied the children to the dining hall in the school. The hall was large and children from the school were also present but the atmosphere was calm and relaxed. The children had a designated area, set with appropriate sized tables and chairs at one end of the hall. Once the children were served, staff spent time supporting and talking with them as they ate their lunch.

Working with other agencies to deliver effective care and support

We were informed the management team are liaising and working with other agencies to ensure children's individual needs are 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

Throughout the inspection, the staff team were observed to be caring and respectful towards the children and treated them with kindness and compassion. We observed relaxed and comfortable interactions between the staff and children and conversations between them were natural and easy. Parents told us they were happy with the care being provided. One parent stated 'we are extremely happy with the care being provided. We feel confident that our child is safe and happy' and another said 'I am more than happy with the care my child receives.'

Staff had age appropriate expectations of the children and were observed to be genuinely pleased as they praised every attempt and achievement the children made. This was evident when we observed the younger children putting their coats on to go to the dining hall for lunch. Some children placed their coats on the floor, slid their arms into the sleeves and swung the coats over their heads and into position. Most tried to fasten their coats and staff were heard encouraging them. Those who opted to accept help to do their coats up were praised for asking for help as much as those who managed to complete the task without assistance.

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.

Confidential information was being held securely and safe systems were in place to ensure the nursery's computer and on-line application were protected.

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 are also asked to complete a ‘Settling-in’ questionnaire which staff use to gain background information about the children so they are able to talk with them about familiar things from their first day.

To ensure craft products are safe for all the children to use, staff make them themselves so they are fully aware of the ingredients used. Staff liaise with parents to ensure they are happy with the ingredients they plan to use. On the day we visited, staff had made their own ‘puff paint’ which the children were having fun painting with. Unfortunately this type of paint takes a long time to dry so we were unable to see the full ‘puffed’ affect that occurs when the pictures have dried but we were assured by staff and children that they would look ‘amazing’.

There was a variety resources throughout the setting that reflected equality, diversity and inclusion. This ensured all people attending the nursery felt valued and also promoted the children’s awareness and respect for the world around them. The management team told us there are already plans in place to develop and improve their resources and staff spoken to were passionate about ensuring the children’s awareness and respect for others was developed as well as making sure ‘every person; adult or child, who comes into the nursery feels valued’.

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

The setting had a detailed policy, a copy of which was displayed for parents to see. There have been no complaints since the last inspection. Parents said they found the acting manager and staff team approachable and would feel confident to raise any concerns with them. The management team said should a concern or complaint be made, they would discuss the issues raised with the team and use as an opportunity to learn and improve their practice.

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. Through any event, the management team explained they would follow the child’s lead and offer emotional support and comfort.

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 had a clear vision for the direction of the nursery and outlined their plans. We were told it is their intention to optimise the use of the environment and facilities and adopt eco-friendly practices including environmental issues throughout the curriculum.

They also intend to re-instate the use of a communications book to be shared between the playrooms to ensure important information is not lost when children are being cared for by different staff members and arrangements are underway to include a care diary on the online application in order to provide parents with more information about their child.

Regular team meetings are being held and staff told us they were encouraged to have open discussions and share their ideas, individual experiences and knowledge in order to develop and improve the care they provide.

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

The setting has a new management team in place who were clearly aware of their responsibilities.

The management team spend time working alongside the team and this has enabled them to continuously review the quality of care being provided and give feedback to the staff during their one to one supervisions. Staff told us they found the meetings supportive as targets were set to help them continuously improve their practice.

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

Management and staff work closely together and share their ideas and experiences in order to develop the service. All were proud of what they have achieved together. Staff were positive about the management changes and told us the 'atmosphere is more relaxed' and that 'Gemma and Jen are very supportive and want us to enjoy being at work – which they have achieved.'

Parents told us they found the team to be caring, friendly and approachable. One parent told us they considered the team to be part of their family and when completing a questionnaire, one of the questions was 'Who else is important to you apart from family members?' I asked [name] and [child] named 2 of [child] nursery teachers'.

Continuous learning, improvement, innovation and ensuring sustainability.

The management team carry out regular audits of the premises, working practice, resources and equipment. Information from accidents and incidents was being assessed to identify any common trends and where necessary, changes made in order to improve the provision.

Some areas of the nursery were beginning to show signs of wear and tear and the management team had already made arrangements to have the setting redecorated during the summer.

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. The setting recently held a parents evening in order to discuss each child's individual progress with their parents. Feedback received from parents said they found the team to be approachable, friendly and professional and confirmed to us they were being kept informed about their children. One parent stated 'I regularly receive information via the Nursery's Tapestry website. I have also recently attended a Parent's Meeting where I was informed how my child is progressing at the Nursery' and another told us they were kept informed 'through the tapestry APP, Parent's evening with [child] key worker & Nursery Manager'.