

# Inspection Report

## 2023-2024

## Storytime Nursery

Child Day Care Centre

18 August 2023

**Under the Regulation of Care Act 2013 and  
Regulation of Care (Care Services) Regulations 2013**



**DHSC**

We carried out this inspection under Part 4 of the Regulation of Care Act 2013 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements, regulations and standards associated with the Act. We looked at the overall quality of the service.

We carried out this announced inspection on 18 August 2023. The inspection was led by an inspector from the Registration and Inspection team.

**Service and service type**

Storytime 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**

We observed that the staff worked together well and interacted in a positive manner. There was an obvious rapport and respect for each other.

Children appeared to be happy and engaged in suitably age appropriate activities. They had the opportunities to choose what toys/ resources they wanted to play with and to move onto another activity freely.

We observed the staff managing children’s behaviour in a positive and engaging manner. The team were aware of children’s individual needs and abilities. Children responded to staff requests and positive interaction observed between them.

**Parental feedback comments include the following**

Nurtures children and makes them feel very valued.  
My child has really flourished in terms of confidence.  
Knows the children very well.  
Excellent communication.

**About the service**

The nursery is in Onchan and provides care for forty eight (48) children aged 2 years and above. They have a small outdoor play area to the side and back of the building. They provide a holiday club for and due to the small staffing team have limited spaces for children with additional needs.

**Registered manager status**

The service has two registered managers. 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 inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 11 August 2023. We visited the location's service on 18 August 2023 to complete an unannounced inspection.

**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.

We sent parental feedback requests to parents.

**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.

**Our findings:**

Safe – this means we looked for evidence that children were protected from abuse and avoidable harm. The service does not require any improvements in this area.

This service was found to be safe.

**Staffing ratios and recruitment**

Children's and staff attendance records showed that the nursery was meeting the required staffing levels, these are 1 staff: 8 children. On the day of the inspection (which was unannounced) there were sufficient staff in place. One of the managers stated that she tries to ensure the nursery does not run at full capacity to have a preferred staffing ratio of 1:6. This provides her with some flexibility when staff are absent on holiday or sick leave.

There was a recruitment procedure in place that included potential staff having a 'taster session' they can be observed by the manager and also for potential staff to see how the nursery operates.

There is a 4-week induction process, which includes weekly chats to discuss progression, concerns and any further support that maybe needed. These are recorded and signed by both parties.

**Improvements lessons learned**

The staff complete records to record any accidents and inform parents through the 'family app', this provides an opportunity for parents to view and make any comments.

Part of the 'induction' period for new staff includes the process of recording accidents and how to complete on the computer system.

Risk assessments are also in place to ensure the safe practices of the nursery. These will be reviewed and amended if required.

There is a complaints procedure for parents or staff to complete should this be needed.

## 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.

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

The children and staff were observed to be playing alongside each other in the nursery. Various activities were available for the children in order for them to make choices of what they wanted to do or play with.

We observed an activity where the children were doing table top craft activities, the children were engaged with making their own picture alongside a staff member. The staff questioned the children about the size of a piece of work in the terms of ‘large, medium or small’. This provided the child to recognise different sizes in a play activity.

A member of staff sat on the floor looking at a book and asked the children to identify the different animals and colours. The children were praised for participating and getting the correct answers.

Later the children sat on the floor whilst a staff member read a story to them. The children sat and listened carefully and looked at the pages shown to them from the book. Children had the chance to join in the story by pulling faces and answering questions when prompted by the story teller.

## 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 children playing in the nursery and were always treated kindly and respectfully. The children listened to the staff and completed tasks such as tidying the playrooms prior to going for snack time. The children were asked 'who will help me tidy up', and the children engaged in putting toys away.

One child knocked the table slightly and became upset. The child was crying and a staff member immediately went over to the child, sat on the floor and put her arms around the child and assured them that were alright. The child soon stopped crying and carried on playing. A few minutes later the same staff member checked on the child and made that they were ok.

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

The nursery provides care for children aged 2 years and above. There were two areas located with toilets and wash hand basins along with an area to change nappies if needed. Each area provided a space that ensured the child had privacy and dignity when using the toilet. We observed the children being supervised whilst using the toilet and ensured the school aged children and preschool children were not in the same area at the same time.

Children had their own drinks bottle that they had brought with them from home. These were placed on a low level table so that children could access them independently if they wanted a drink.

## 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**

The provider requests that parents complete a ‘record of information’ about their child prior to enrolling at the nursery. This information provided individual details of the child, such as any medical or dietary requirements, cultural needs and contact details for parents. This information is included in written paper form and transferred on to a computer application, ‘family app’.

The family app provided a platform for parents to provide information and correspondence with the staff. There is a unique code for parents to use ensuring that information is confidential regarding each child. The team can provide information about a child’s developmental progress in line with Early Years Foundation Stages (EYFS), photos and observations.

Children have an individual book that will go home with them prior to leaving the nursery to start primary school. This will contain children’s art/craft work and some observations.

We observed that children were treated fairly and with equal concern. All had access to a wide range of toys and resources and were included in activities.

## Inspection Findings

### 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 nursery has two registered managers, enabling the managers to share the responsibility. We viewed the minutes of the staff meetings and individual staff supervisions. We discussed further areas that could be included.

The staff records contained job descriptions, contracts and a copy of the 'disciplinary processes. We were told that the manager confirms with the Isle of Man Industrial Relations annually to check that their policy and procedure is still current and relevant.

The staff training matrix showed that the team had completed mandatory training including first aid and safe guarding children.

We observed the staff working together as a team and all appeared to understand their roles and responsibilities. We spoke to the staff and all felt comfortable in making suggestions and ideas to the managers. They appeared to have established a good working relationship and had concern for the well being of each other.

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

We had a discussion with one of the registered managers regarding the manager's regulatory responsibilities. The manager was aware of the requirement to keep and manage safely records, for example; recording of accidents, administration of medication, children's records of information, attendance register and staff files/ training.

We also discussed when and what needed to be 'notified' to the registration and inspection team. For example; any child or staff with a contagious illness, serious accidents and absence of a manager.

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

We were shown the 'audit' record that showed the managers were assessing the service to ensure good practice was maintained. A discussion was held regarding the annual report and how this can evidence what the service had achieved and any future plans.

Conversations with staff confirmed that they enjoyed working at the nursery and that they felt included. We were told that they felt comfortable in speaking to the managers and in providing suggestions or ideas for the benefit of the service.



If areas of improvement have been identified the provider will be required to produce an action plan detailing how the areas of improvement will be rectified within the timescales identified. The R&I team will follow up and monitor any actions undertaken.