

Inspection Report

2023-2024

Butterflies Nursery

Child Day Care Centre

30 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 unannounced inspection on 30 August 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Butterflies 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

The nursery was organised with information easily accessible to the staff, such as 'flow charts' to complete in the event of emergencies and literature to keep up with current trends and practices.

There was evidence of parental inclusion with photographs that parents had provided of their child when visiting locations on the Island. This was included in a topic about the Isle Of Man. They had also taken part in a recent 'horticultural show' being a part of the local community. The staff had planted and grown vegetables with the children and received a very proud 'second' award.

The manager is keen to celebrate what the nursery has to offer, in relationship to the building, outdoor space and locality. The setting is in a rural area providing an enclosed out door space that is used throughout the year.

We noted that the staffing team had worked together at the nursery for many years forming a good working relationship.

The following are comments from parental feedback

'I love the set up especially and the staff are amazing. My **** loves the outdoors and is very happy with the garden and toys there. **** didn't settle straight away and the staff were so supportive and friendly. Definitely made it easier leaving ****. I knew **** was in safe hands. We started potty training this weekend and I have left **** there this morning a little bit

worried about the whole thing but the girls have made me feel ok about leaving ***** and them dealing with *****. As a parent it really is reassuring'

'I am always kept informed of development progress all the staff there are very approachable and always let me know how the day has gone I feel like I could go to any staff member with issues and feel I would be listened too'

'I love the relaxed atmosphere and I was really impressed with how quickly ***** settled into the nursery It's an amazing place I would highly recommend, ***** comes home talking about the staff members which shows what great relationships they have built'

'Your home away from home. Butterflies Day Nursery is full of heart! The team are loving, dedicated, patient to the children, help with potty training, friendly, caring and make everyday a fun environment to go to. There are lots of engaging activities for the children, a lovely and very spacious indoor classroom, and the outdoor space is brilliant for play! Where there are happy children, you know it is a happy place! It has been the perfect nursery of choice for our ***** and I would highly recommend it to anyone on the Isle of Man'.

'Butterflies provides a real home from home feel. It's nurturing and cosy. The outdoor area is used in all weathers and they aren't afraid of getting wet or muddy. The open plan indoor area is spacious but still has a homely feel. The staff at butterflies are amazing. They make you feel comfortable and confident in leaving your child in their hands. You can see the way the children interact with them they feel the same way. It's by far in our opinion the best nursery with the best staff'.

About the service

Butterflies Nursery must not provide care for more than 40 (forty) children in total at any one time between 2-8 (two to eight) years of age.

The nursery is in Sulby close to the Claddaghs and Tholt Y Will. There are two activity rooms, one that is used predominately for sleep times. The other is a large room that has been defined into different areas of play. There were a set of toilets adjacent to the playrooms and a separate kitchen.

There is an outside play area to the side of the building and a large car park.

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 inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 22 August 2023. An unannounced inspection was undertaken on 30 August 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), notifications, complaints/compliments and any safeguarding issues.

Parental feedback questionnaires were sent out

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

The staff team was established and had been working at the nursery for many years. There had not been any new staff recruited since the last inspection and therefore no 'new' staff files to check.

Staff files showed that showed pre-employment checks had been carried out on existing staff and the outcome recorded.

Attendance records showed that staff/child ratios were being maintained. The minimum requirement of 1 staff to 8 children was usually improved upon by having 1 staff to 6 children.

Improvements lessons learned

There were policies and procedures in place, for example safeguarding children and accident recording. There were 'flow charts' on the office wall for quick and easy reference to follow for example; making safe guard referrals.

The manager confirmed that they had not had any safeguarding children concerns or any major accidents/ incidents that required 'notifying' the registration and inspection team.

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

Each child had a record of information that were completed by the parents. This provided information to the staff including any specific individual needs regarding a child’s care and/or learning needs. Parents were requested to identify any behavioural needs including any appropriate methods of managing children’s behaviour to ensure a consistent approach is applied at nursery.

The nursery had a policy regarding children’s care, learning and play and also behaviour management. These provide guidelines for the staff to adhere to.

Each child had a Learning Journey book that recorded children’s individual learning progress and milestones. The staff linked children’s progress to the ‘early years foundation stage’ (EYFS) curriculum. Information regarding EYFS were displayed on the playroom walls and in each child’s book.

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 staff interacting with each other and the children in a positive and respectful manner. There was a wide variety of activities for children to participate with and plenty of toys and resources. Children spent time being able to move freely around the playroom playing. The staff sat alongside the children and joined in their games. And when outside they guided the children when playing on the slides and the sit on ride toys. Children appeared to be happy and joined in games.

Maintaining children's dignity, privacy and promoting independence

The children's toilets were located adjacent to the large playroom. Individual toilet cubicles had privacy doors and there was an area to change nappies if needed.

Toys and resources were easily accessible for children to make choices of what they wanted to play with. Children's drinks bottles (which they brought in from home) were clearly visible and accessible to the children to use when they needed.

An example of promoting encouraging independence as follows, parents are encouraged to provide slippers for the children to wear once they enter the nursery and suitable outdoor clothing and 'wellies' for outdoor play. Children are supported to change their footwear when going to use the outside play area and again when entering the building. The staff encourage children to put their own coats on and to try fastening their zippers and buttons. This provides children with skills that will help them when moving onto primary school.

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 cultural needs ensuring that the nursery provides appropriate or additional toys and resources. Parents are also requested to complete an ‘all about me’ record which includes details of the child’s sleep/ nap routine. Parents are also requested to provide information regarding setting boundaries for children’s behaviour. This enables the staff to provide a consistent approach to managing children’s behavioural needs.

Each child had a ‘learning journey’ book that commenced when they started at the nursery and was given to them to take home when they left nursery prior to starting primary school. This book included information about the child’s learning goals and development stages reached. This is in line with the early years foundation stages (EYFS) curriculum. There were photographs of the child participating in activities and written observations of what the child was doing and/or achieved.

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.

There was evidence that supported the team provide opportunities for parental inclusion within the nursery. Parental surveys were provided to parents to gain their view on how the service is performing and any suggestions they feel they would like included in children's themed activities. For example; a topic regarding the 'Isle Of Man' and places children visit, parents had brought photos of the children visiting different landmarks such as Tynwald Hill.

A 'link with home' area on the wall also had photographs of children provided by parents where children had been involved in other activities.

The outside play area had a section where the staff and children had been planting and growing vegetables and fruit. The produce such as raspberries were eaten at snack times and some produce (potatoes) were entered into the local Horticultural Show. The nursery were awarded a 'second prize' in the show of which they were very proud. The vegetable patch provided an opportunity for children to learn how vegetables are grown and a means to being included in the community by participating in the local 'show'.

Each child had a learning journey book that included their artwork, photographs and observations of what they were doing and had achieved. We observed a member of the team taking time to work on one of the children's books. Talking to the staff they were able to reflect on the books their own children had completed and they had kept. This gave them a sense of the importance of what they put in the book and how they felt as a parent to have received one in the past.

We spoke to several staff and all of them confirmed that they enjoyed working at Butterflies. They worked as a team and all were able to work independently knowing their role and daily tasks.

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

Through discussion we established that the manager was aware of her responsibilities to keep and maintain records, policies and procedures. Risk assessments were in place and 'flow charts' wall mounted for quick reference. She understood what areas or circumstances were required to be 'notified' to the registration and inspection team.

Continuous learning, improvement, innovation and ensuring sustainability.

The provision continues to provide care for children aged 2-4 years all year round. A decision has been made to include and before and after school for children up to 8 years old during school term time, but not during school holidays.

The manager completes supervision with the staff team. She informed us that she provides each staff with a 'pre meeting sheet' that asks questions for the individual to consider their responses and take it to their one to one session. Staff confirmed that they had received their one to one supervision and completed the forms.

Group staff meetings are held with written minutes to confirm the decisions made and who had attended the meeting.

Each staff member had a training record in their file that recorded their completed training along with dates for refresher training.

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.