

# Inspection Report

## 2023-2024

## Crosby Nursery and Pre-school

Child Day Care Centre

11 September 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 11 September 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Crosby Nursery and Pre-school 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 feedback received from the families of children was positive.

- '[Child] is happy to go with the staff and enjoys [child] time with them.'
- 'Incredibly happy with the nursery, it always felt like the staff were making a massive effort to keep things interesting and new for the children.'
- 'It really is a super little nursery'
- 'It's like a big family'
- 'It's a very happy, cheery setting. The staff are all bubbly and friendly, and the children are always happy there.'
- 'I feel like they know [child] very well and this was evident in their everyday interactions with [child] and us.'
- 'Provides stimulating and engaging activities for the children'
- 'Emily has put in some amazing things too, such as the nativity and graduation. Making it even more special.'

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

### **About the service**

Crosby Nursery and Pre-school came under new management in October 2022 and operates from a building in the grounds of the local cricket club. They provide term time care for up to 16 children a day aged 2-4 years of age. The setting has one large playroom, children's toilets, a kitchen, separate staff facilities and an outdoor play area.

### **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 31 August 2023 and we visited the service on 11 September 2023.

### **What we did before the inspection**

This was the setting's first inspection since registering in October 2022 which meant a full inspection was undertaken. We reviewed information received about the service since they began operating such as any notifications, complaints/compliments and any safeguarding issues as well as information sent to us in the provider information return (PIR) and supporting documentation.

Feedback was sourced via email from 12 families who use the service. Five responses were received.

### **During the inspection**

We spoke to the registered manager and the setting's deputy. The decision was made not to take up the time of the other two members of staff on duty because one had only commenced their employment on the day we visited and was beginning her induction with the deputy and the other member of staff was supporting the children, some of which, were also attending for the first time.

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 was undertaken and a range of documentation was reviewed, either on the on-line application used by the setting or hard copy. This included a number of policies, accident forms, children's records and health and safety information. We looked at information used to monitor and assess children's development and learning as well as the files for all the staff team.

## 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 does require improvements in this area.

This service was found to be safe.

#### **Systems, processes and practices to safeguard children from abuse.**

There was a system in place for recording and reporting any concerns raised or disclosures made. The setting had two safeguarding policies; one for staff and one for parents. Both policies were examined and we found there was no procedure to follow should an allegation be made against management, incorrect phone numbers were included and only one had been amended to reflect the changes when Manx Care came into being.

Established members of staff at the setting had attended level 2 safeguarding training. New members of the team are booked to attend face to face training in November 2023.

The setting's responsible person was the designated safeguarding lead and we were informed the registered manager intends to attend the training in order to be able assume the role in their absence. It will also enable the manager to provide support should the need arise.

#### **Staffing ratios and recruitment**

Staffing levels were observed to be safe and exceeded the minimum adult:child ratios. With the exception of one member of staff, all staff at the setting held either a level 3 or level 4 childcare/early years qualification.

All staff have a Disclosure and Barring Service (DBS) check in place and evidence was seen to show that online checks had been carried out on those that had signed up to the update service.

As this was the setting's first inspection, the records for all members of staff 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 premises 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.

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

The record of fire drills showed the children had practiced evacuating safely and a copy of the setting's evacuation plan was examined. The document gave information on what to do in the event of a fire but did not clarify whose responsibility it was to collect the register and phone or undertake a sweep of the building to ensure all persons had evacuated.

The boiler at the setting was serviced in November 2022 and we were given a copy of the service certificate. The service engineer had recorded that a 'co2 detector must be fitted in the boiler cupboard.' During our visit, we found this had not been actioned and is still required.

A variety of risk assessments were in place that covered the premises, activities, outdoor play and fire. We were informed that as the setting has been operating for a while and are now settled, they were in the process of reviewing the documents. Discussion was had with the responsible person in regards to ensuring the reviewed documents provide clarity between the identified risks and actions taken.

We were informed accidents and incidents are reviewed by management and staff and where required, actions are taken to minimise the risk of a similar accident happening again.

### **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. We observed medicine in the cabinet that were clearly labelled with the child's name and the expiry date of the medicine.

Parents are asked to complete the relevant documentation prior to the administration of any medicines. One form seen had been completed by a parent but the nursery had not yet had to administer any medication to the child. The section to be completed by staff once they had administered the medicine did not include the date the medicine was given.

### **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 for use 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 day and the setting is cleaned by the club's caretaker 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 up to date information and a clear procedure should an allegation be made against registered persons  
[This improvement is required in line with Regulation 6 of the Care Services Regulations 2013 - Safeguarding](#)
- Action is needed to ensure the setting's fire evacuation plan provides clarity in regards to designated roles  
[This improvement is required in line with Regulation 22 of the Care Services Regulations 2013 - Fitness of premises: Health and Safety](#)
- Action is needed to ensure a carbon monoxide detector is installed as stated on the service certificate

This improvement is required in line with Regulation 22 of the Care Services Regulations 2013 - Fitness of premises: Health and Safety

- Action is needed to ensure the medication record includes all required information  
This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 - Records

## 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. Mandatory training has been undertaken and arrangements were in place for new staff to attend as well as for established staff to refresh their training in order to be aware of current practices. We were informed management actively encourage staff to attend courses in order to continue their professional development.

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

The nursery followed the Early Years Foundation Stage (EYFS) curriculum supported by the In the Moment planning. The team had created an enabling environment equipped with materials that promoted spontaneous play and encouraged the children to be active and curious learners.

Observations were being carried out in order to monitor and assess the children’s developmental progress. This information is shared with parents when they collect their child and on the on-line application used by the setting. Parents commented on being kept up to date with their child’s progress. One parent told us ‘They use an app called Family which is really good for updates on what the child has done’ and another said they received ‘detailed explanations about what [child] has done each session on the family app’ and they also had ‘a little chat at pick up when the staff will let you know of any issues or tell you about something that [name] had done or said that day!’

Arrangements had been made to ensure children at the setting had regular access to outdoor play to enable them to learn about the world around them as well as having a positive impact on their well-being and development.

#### **Supporting a balanced diet**

Parents provide their own child’s lunch and these were observed to be safely stored. As the children prepared for lunchtime, staff brought their lunchboxes to the serving hatch. After washing hands, the children were encouraged to sit at a table. A member of staff provided the children with drinks and another placed lunch boxes in front of each respective child.

Children were encouraged to eat their sandwiches (or equivalent) first, followed by any fruit or yoghurts they may have and then anything else in their lunchbox. We were informed this is to encourage the children to be aware of, and make healthy food choices. Relevant information had been shared with the staff to ensure they were aware of the children’s dietary requirements and preferences.

The setting provides snacks for the children. We were informed ‘the snacks we provide are fruit based but we occasionally provide toast with butter but this isn’t a regular occurrence.’ A

snack menu is given to the parents who are encouraged to tell staff if there is a particular food their child doesn't like.

**Working with other agencies to deliver effective care and support**

The registered manager liaises with outside agencies when there is a need. We were informed parents are fully informed and included at every stage.



## 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**

Some children were attending the nursery for the first time and staff were observed to be attentive and caring to their needs. All the children seemed very much at home at the setting and we observed relaxed and friendly interactions between them and the staff team. Parents told us they were happy with the care being provided and felt the team 'care for the children as if they were their real aunties!'

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 were in place throughout the nursery to support the staff team to maintain the children's privacy and dignity. Intimate care routines were carried out in the setting's bathroom and modesty doors were in place to ensure privacy and dignity were maintained for children who were able to 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 any sensitive information was only shared with relevant staff on a need to know basis. 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 children 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.

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**

The setting had a detailed policy in place, a copy of which was displayed for parents to see. Complaints are handled in accordance with the setting's policy and used as an opportunity to learn and improve. Parents said they found the staff team to be 'friendly, approachable and helpful' and would have no problem talking to them about any concerns they had.

#### **Supporting children when dealing with significant events**

The setting were well equipped to support children and their families when dealing with any significant event. They had ensured there were resources available for staff to use with the children to help them understand what was happening and would ensure discussion was had with the family to ensure the staff team were able to provide a consistent approach. Discussion with the family would also ensure any cultural and/or religious beliefs were respected and acted on. Staff would be vigilant and additional observations would be carried out to ensure the child was being appropriately supported.

## 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 responsible person outlined the team's plans for the future and the changes they have made so far. Since purchasing the nursery, the team have developed their outdoor provision, 'revamped' the inside and developed their pre-school provision. While planning for future provision, the responsible person explained sharing the setting with other users is a barrier they have to consider in regards to any ideas the team come up with. The arrangements they have to put in place due to sharing the setting with other users was appreciated by the parents 'Considering it isn't a purpose built nursery and the staff have to put everything away every evening, they really do go to every effort to offer messy play, on top of all the other activities which I thought was great'.

Regular team meetings are being held and staff were encouraged to have open discussions and share their ideas, 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.**

The responsible person and registered manager currently work together to fulfil the manager's role and responsibilities. Through discussion we were informed the responsible person understands the need to step back and allow the registered manager to assume her role.

The responsible person spends time working alongside the team, observing and reviewing staff practice. 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.**

Parents said they were happy with the service being provided and found the nursery to be a 'home from home environment'. They 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 has 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.**

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. Feedback received from parents said they felt well informed about their child's time at nursery. As well as being given regular updates about their child, one parent told us 'we received a really lovely detailed report at the end of the year, noting things that [name] could do, what [child] has enjoyed and excelled in and about [child]'s character and quirks. Really lovely to read and keep forever.'

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.