

# Inspection Report

## 2023-2024

## Cranford Nursery

Child Day Care Centre

19 September 2023

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



Isle of Man  
Government  
*Kelleys Eilan Vannin*

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

**Service and service type**

Cranford 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**

From the parental feedback that was provided directly to the registration and inspection team, it was confirmed that the manager and staff have established a good working relationship.

The manager is aware of other professionals for example PSAC (preschool assessment centre) that can be accessed to provide support and/or advice for both the establishment and parents.

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.

The nursery was clean and there were three rooms for various play activities. Children aged 3-4 years had defined times of play activities separate to the younger age group enabling thus providing different age and development appropriate activities. All children had lunchtime together and then some children had an afternoon sleep whilst the rest of the children gathered to join in play.

### **Parental feedback comments included**

'There are always regular updates from the staff on how \*\*\*\* is getting on and how his day has been. It's a real home from home nursery and the staff are very loving and kind. I wish I had enrolled \*\*\*\* at Cranford from the beginning as Fiona and the team are just so lovely'.

'The children are so young they need to feel safe, to flourish and discover and learn, you know leaving \*\*\*\* in their care \*\*\*\* is fully getting that! There is always fun, and \*\*\*\* is always telling me the exciting stuff they have been up to during the day. Creating things and messy play, guitar lessons and singing and dancing. Pictures throughout the day of \*\*\*\* having lots of fun makes me content in knowing \*\*\*\* is having the best time and being well and truly looked after!'

'The staff are friendly and approachable; willing to listen'.

'The setting is clean, bright and a very happy place with a family feel. It is not clinical or hard and I feel it promotes healthy growth and learning for the children and prepares them very well for their next adventure of big school. They encourage the key skills that the children will need – sharing, playing together, reading, writing, crafts, outdoor play and activity, singing and dancing, emotional control, families and friends learning, supporting each other, and being their own little personalities. Any issues in behaviour or learning are discussed and plans made to help the child on their path. I adore Cranford and the team and promote them to parents I meet and future mums and dads that I work with. I have put a good number of people their way over the years because I believe in and love what they do'.

'Lovely staff, nurturing environment and lots of activities for the children to do'.

**About the service**

Cranford nursery is situated in Douglas. It is registered to provide care for children aged 2 years and over. All nursery facilities were situated on the ground floor of the premises. There were three playrooms, a set of children’s toilets (separate to staff) and a secure outside play area.

The service aims to provide care for a maximum of twenty children at any one time. The provision did not provide hot meals and therefore parents were requested to provide their child with a packed lunch. Parents were required to provide an ice pack with the lunches if there were any perishable contents.

**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 July 2023. An unannounced inspection was scheduled for 24 August 2023 but the inspector was informed on arrival that there was an infectious illness at the nursery. The inspector postponed the inspection and returned on 19 September 2023 (unannounced).

**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 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.

**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 not require any improvements in this area.

This service was found to be safe.

**Staffing ratios and recruitment**

Children's and staff attendance records included the individuals first and last name and for the children, their date of birth. Records showed the required staffing levels were being met, these are 1 staff: 8 children. On the day of the inspection (which was unannounced) there was twelve children and four staff present.

The records of two staff that had commenced employment since the previous inspection were checked. Pre-employment checks including references, social services and DBS (disclosure and barring service....police record check) were completed and the outcome recorded. Each staff had an 'induction record' to ensure that each person was aware of the systems and processes of the nursery.

**Improvements lessons learned**

The staff complete records to record any accidents and incidents.

Part of the 'induction' period for new staff includes the process of recording accidents. 'Scenario' examples were included for new staff to demonstrate their understanding of completing the records.

Risk assessments are also in place to ensure the safe practices of the nursery. These were sampled and were complete with review dates.

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**

Prior to starting at the nursery parents are requested to complete a ‘record of information’ about their child. This record provides details of any individual needs the child has and can help the staff to ensure they work towards providing appropriate care for that child.

There were policies and procedures to provide guidelines for the staff to work to and follow. These included ‘behaviour management’ and ‘care, learning and play’.

We observed the staff managing children’s behaviour in a positive and appropriate manner. Children were praised for their good behaviour and any negative behaviour was promptly addressed and managed. We observed some children wanting to play with the same toy and taking a toy off another child. A staff member quickly acted and talked to the children about what had happened and how they had to share and take turns in playing with the toys. Children responded to the staff and carried on playing happily.

## 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**

The nursery have policies and procedures to follow and have qualified trained staff. Parents are requested to keep their child at home if they have a contagious illness or are feeling unwell.

The manager was able to demonstrate appropriate action to take should a child appear unsettled and not well at the nursery.

At the time of the inspection, there were some children that were unsettled, the staff were observed to cuddle the children and speak kindly and reassuring to the children.

Any behavioural issues were managed in a fair and respectful manner, where the staff appreciated the child's level of understanding and so used appropriate language to talk with them and resolve any problems.

Parental feedback confirmed that parents were happy with the level of care and support provided to children.

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

The toilets have privacy doors on them to provide some dignity for the children. Nappies were changed in an area that was out of view of other children/adults.

The nursery has three separate rooms, each providing different areas of play. Toys were made accessible to children so they could make choices of what they wanted to play with.

Children were able to have a sleep if they needed and were provided with their own sleep mat and bedding. A record was kept of the child's sleep pattern and provided to parents if they wanted it.

The manager has stated 'We work in partnership with parents and as we have lunch boxes the children can eat and graze when they feel hungry, so they can return to their lunch box whenever they want it'.

## 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 journal’ book that commenced when they started at the nursery. At the end of each academic year the journal was sent home with the child and a new one started for the next year. The journals included artwork, photographs and observations. There were photographs of the child participating in activities and written observations of what the child was doing and/or achieved.

The curriculum followed included; Birth to 5 matters for the 2-3 year olds and the new EYFS (early years foundation stages) for the Preschool children. The staff team received training on how to observe and record the individual child’s progress and development stages. Children’s progress is recorded in a separate document that identifies when a child has reached developmental milestones.

We were told that parents are invited to meet with the team and view their child’s progress and discuss any concerns they may have (if any). The manager stated that they were happy to facilitate this during the evening to provide opportunities for parents that cannot meet during the usual nursery opening times.



### 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 require an improvement 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 record of information completed by the parents provides information pertaining to the individual. This includes any dietary or medical requirements and cultural preferences. The staff can include any cultural needs and festivals within their 'planning' for activities.

The manager explained that when a child starts at the nursery the parents have the option to have the team complete a 'daily diary' that includes their child's sleep routine, food intake and nappy changes.

Parents are provided with an opportunity to meet with the staff team to discuss their child's developmental progress.

The setting uses social media for providing information to the general public and a 'closed' site for parents only. Parents must sign to agree to the use of the closed site if they wish to receive information in this form. They are also requested to sign to agree for information to be placed on the public site that is used for publicity and promoting the business.

We discussed how the manager would manage any conflict between the staff should it arise. We were told that there is a 'no blame' culture in the nursery and she would speak to the individuals directly there and then to ensure any conflict did not escalate. The manager stated that as she has 'daily chats' with the team and issues would be handled 'there and then'.

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

The manager was aware of her responsibilities to keep and maintain records, policies and procedures and to ensure that she provided a safe environment for the children and the staff team.

There are identified circumstances of which the provider must notify the 'regulation and inspection team', one of which if there was a child or staff/adult at the premises that had an 'infectious illness'. The identity of the person does not need to be included in the form of their name, but identifiable to the nursery for their records. The manager had not completed a notification to the registration and inspection team when an infectious illness was identified. This was discussed with the manager who acknowledged that this action should have been completed and that it was an oversight and the notification was received a week later.

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

We checked the records of two staff that had commenced employment at the nursery since the last inspection. Both records contained the results of the pre-employment safety checks, job descriptions, contracts and a copy of the 'disciplinary processes'.

The staff training matrix showed that the team had completed mandatory training including first aid and safe guarding children, with the exception of one staff member who has completed a 'fast track' safeguarding training whilst awaiting a place on the Isle Of Man Safeguarding training course.

There were records for the staff that contained their 'one to one' supervision sessions. These provided an opportunity for the manager to identify individual areas of good practice and any areas that may need more support. It also gave the staff a chance to speak confidentially and outline any training they would like to undertake and to meet with the manager on a one to one footing.

Records of staff meetings were viewed; these recorded the staff attendance, topics discussed and outcomes of the meeting.

The nursery has undertaken work in the rear outside play area to provide improvements and on the day of the inspection new fencing was being fitted.

### Action we require the provider to take

Key areas for improvement

- Notification of an infectious illness to be forwarded to the registration and inspection unit within 24 hours.  
[This improvement is required in line with Regulation 10 of the Care Services Regulations 2013 – Notifications](#)

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.