

Inspection Report

2023-2024

Trinity Laxey Nursery

Child Day Care Centre

26 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 announced inspection on 26 September 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Trinity Laxey 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

Children appeared to be happy engaged in play and learning opportunities. Children joined in group activities as well as creating their own 'made up' games.

The team were involved in different activities to each other and interacted positively with the children.

Documentation was organised and the manager was able to access any of the records requested.

The manager was open to suggestions and discussed positively with the inspector any changes that could be implemented.

Parental feedback confirmed that they were happy with the level of care provided by the team.

The following are comments from parental feedback

'I can't praise the nursery and staff enough, Julie and her team are amazing, my **** started at the nursery in January **** come on leaps and bounds since starting, there daily activities are excellent, structure is amazing, arts crafts, reading stories to the children, dressing up, playing with toys, the list goes on, trips to the park and beach which is right on their doorstep'

'They are so caring, warm and friendly, it feels like giving your child to family. Each of the "auntie's" as my child calls them each bring a different strength and personality to the nursery. My child loves going and loves them all'.

'They are great at communicating and letting you know how your child has got on and is getting on'.

'We receive newsletters each term with topics that are going to be covered that month. They go out on little trips to the park and the beach or for an ice cream. All of the art work that they do in nursery we receive home. We are kept up to date every single day we pick them up on what they have been up to that day. Trinity really is the best nursery'

'The staff are lovely and very empathetic, my **** struggled to go in the for first month or so and they were very nurturing towards **** and **** soon settled and now loves going in each time. They are always so lovely and friendly on arrival and at pick up'.

About the service

Trinity Laxey Nursery is registered to provide care for the maximum of 24 children at any one time aged 2 years and above.

The nursery operates between the hours of 8.00am to 6.00pm, Monday to Friday.

The setting is located in Laxey, close to the beach. It provides two playrooms an office, a kitchen, staff room and set of toilets adjacent to the main playroom. They do not have an outside play area that belongs to the nursery.

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 13 September 2023. An unannounced inspection was undertaken on 26 September 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.

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.

After the inspection

The manager provided contact details for parents who gave permission for their email addresses to be shared with the registration and inspection team at the inspection.

The inspector emailed 'parental questionnaires' to parents.

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

From the records of attendance, the service was providing the correct staffing levels. This being a minimum of 1 staff to every 8 children aged 2 years or above.

We checked the record of the staff member recruited since the last inspection. All pre-employment checks included social services suitability and DBS (disclosure and barring service) had been undertaken and the results recorded.

The staff files showed that terms and conditions of employment had been included along with the disciplinary process.

The induction process for new staff was complete with areas discussed and an area for comments. These were signed by the staff member and the manager. Training was highlighted and evidence of completed mandatory training recorded.

Improvements lessons learned

The provider had policies and procedures to reflect the safe management of the nursery. These included the need to record any accidents and ensure that parents were informed and signed to acknowledge that they had been informed.

The manager was aware of 'notifying' the registration and inspection team if any serious injuries.

There were also forms completed should a child arrive at a nursery with an injury.

A communication book between the staff was to record any information to be passed onto all staff to ensure that all staff were aware of any information that they should know.

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 staff team were observed to praise the children for good and positive behaviour. We discussed methods used to manage any children’s negative behaviour.

The manager stated that if a child displayed any negative behaviour for example shouting, the staff would get down to the child’s level and explain why the child should not shout when in nursery. If the child continued to shout they would walk with the child to the board that displayed ‘happy and sad’ signs. They would be asked to pick the sad sign for shouting and then pick a happy sign that would make it better.

It was explained that ‘circle time’ is also used to remind children of happy and sad behaviour.

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 in a positive manner with the children and each other. Children were praised for good behaviour and all were included in activities. The staff were kind, understanding compassionate to the children. The team listened to children and used appropriate language that children would understand.

Children's choices and ideas are listened too and included in the planning of activities. On the day of the inspection, there was a variety of play observed, various toys and art and crafts were available.

We observed all the children engaged in a game of 'out of the box'. Children sat on individual mats of various colours. A staff member would name a colour and ask who was sat on that colour mat, this promoted colour recognition. They then were asked to crawl up as though they were 'in a box', the staff then would name an 'animal' to come out of box. The children were fully involved in the game and appeared to enjoy and were laughing and smiling. The game could only continue once everyone had got back in their box! Children had to listen carefully to know what animal they had to pretend to be.

Records were kept of children's individual learning and observations completed by the staff team. It was explained to us that children's progress/ learning books for the 2-3 year olds were set up when the child started at the setting and the staff would complete observations of the children and record these. After the first month the book was given to the parents to take home and thereafter the information recorded by the team would be sent home with each child for the parent to place in their books. The team felt that this was good for the parents of young children starting nursery to see what their child was doing monthly as opposed to waiting a whole year.

The records of learning for the children aged 3-4 years would stay at the nursery and presented to the parents in July prior to the child starting primary school. Parents are able to view their child's books and speak to the staff team at any point.

Maintaining children's dignity, privacy and promoting independence

Children's toilets/ wash hand room is located adjacent to the large playroom. The toilet cubicles had privacy doors and nappies were changed in a suitable area.

Individual records have an area for parents to complete if their child needs any additional support.

Resources and toys were made easily accessible for children to make choices and pick what they wanted to do or play with.

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

Seven children’s records were checked and they all included the relevant information required by registration and inspection team. Parents are requested to complete the ‘record of information’ about their child and to include any cultural or additional needs the child may have. This enables the staff team to ensure they can strive to meet their individual needs. Any specific festivals the family may celebrate can be included the ‘planning’ of children’s activities.

One of the topics covered each year is about ‘ourselves’, and how everyone is different and unique. The manager stated ‘We do our best to celebrate special events and we have resources that celebrate diversity’.

The nursery planning of themes and activities was on display in the playroom. The manager stated ‘we try to create exciting learning experiences and opportunities that all children will be eager to join in’. Opportunities for children to play independently and make their own choices of what they want to play with also included.

‘In the moment’ planning is also embraced; this enables a child to identify something they want to talk about or learn about. The team will then change their plan and explore and develop the child’s learning around their chosen topic.

Children’s learning outcomes are recorded over the period of time they are at the nursery. Their goals and development milestones will be recorded and given to parents once the child has left the nursery prior to starting primary school.

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.

Parents are requested to complete information about their child prior to starting at the nursery. This to inform the team of specific details and needs for their child. Periodically through the child's stay at the nursery parents will be sent a form from the team to review the information provided to them and inform the team of any changes.

We discussed how the manager would manage any conflict between team members. We were told that any conflict would be discussed with the individual or as a group (which ever was more appropriate). The situation would be handled sensitively but not left to escalate.

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

The nursery has two registered managers, and named suitable persons to cover in their absence.

Through discussion with the manager in charge on the day of the inspection, we established that she had a good understanding of her roles and responsibilities. She was also aware of the requirements/ circumstances that need to be 'notified' to the registration and inspection team.

We discussed the supervisions that the managers undertake with their team, looking at the topics and the observations completed on the staff. We also looked at the annual appraisal format and the headings. Through discussion we looked at how the two could have some amendments that will make the process easier to use to and complete.

Continuous learning, improvement, innovation and ensuring sustainability.

Completing supervision sessions with staff on a one to one basis provides an opportunity for the manager to and individual their personal performance, training and objectives for the year.

Team meetings had been completed and provided an account of what had been discussed and areas to develop.

The team had sent parental questionnaires to parents to gather feedback on the service provided. This provides information on how parents view the service and any possible changes they might like to see. The intention is to send out the questionnaires more than once a year.

The manager stated that parents are welcome to view their child's record of learning and development progress throughout the year. The intention is to provide dates for parents where they can view their child's books in the evenings and speak to the team.

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.