

# Inspection Report

## 2023-2024

## Peel Playgroup

Child Day Care Centre

3 October 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 announced inspection on 3 October 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Peel playgroup 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 manager has continued to develop the service and make improvements and amendments to sustain the service and business.

The provider has made an application for a second 'registered manager' for the playgroup. This will ensure the service has a manager in place at all times.

The landlord has committed to making improvements to the building. They have provided new flooring to the main playroom and have agreed to continue to make sure the areas used are up to a suitable standard.

Children appeared to be happy and were engaged in various activities, supported by the team that interacted positively with the children.

The staff worked as a team and were aware of their roles and responsibilities to support the children and each other.

### **Parental feedback comments**

'Nurture whilst teaching'

'They have given my \*\*\*\* the confidence \*\*\*\* needed to make new friends they've taught \*\*\*\* so much within such a short time I couldn't recommend this setting any more highly they are all super stars and are so amazing with all the children and parents'.

'they are doing all they can and are doing an absolute amazing job with all the children within this setting and they are playing a huge part in our children's learning, education and lives. My \*\*\*\* loves going to peel play group always makes me leave the house early in the morning to get to preschool has a great relationship and rapport with the staff and has made so many new friends \*\*\*\* loves loves loves peel play group and it has done wonders and been the making of \*\*\*\* in the best way possible'

### **About the service**

The registered person must not look after more than sixteen (16) children in total between 2 and 5 (two to five) years of age. Children aged 2-3 years attend morning sessions only whereas children aged 3-4 years can attend all day.

Peel playgroup is located in the Phillip Christian Centre behind the Town Hall. It has two playrooms adjacent to each other and an attached outside play area. There are toilets located in the vicinity of the playgroup and a small 'kitchenette'. The office and kitchen are located in the main body of the building.

### **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. An application has been submitted for another registered manager. This application is being processed by the Registration and Inspection Team.

### **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 3 October 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.

## 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**

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. There was always a minimum of 2 staff on duty and the service is registered to provide care for a maximum of 16 children. The minimum requirement is one staff to every 8 children. On the day of the inspection, there were 12 children present and 4 staff (2 directly working with the children).

The children's attendance records included the child's first and last name and the predicted times of arrival and departure. These need to include the 'actual' arrival/ departures times for each day.

**Improvements lessons learned**

There were policies and procedures in place, for example safeguarding children and accident recording. The manager was aware of the referral process for any concerns. 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.

**Action we require the provider to take**

Key areas for improvement:

- Children's attendance record to include 'actual' arrival and departure times of each child.

***This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records***

### 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 understood the need for children to develop an understanding of what is ‘right and wrong’. There was a Behaviour Policy for the staff to read and follow in managing children’s behaviour.

There was an emphasis of working with parents to ensure a consistent approach is maintained with the child. The team were aware of other professional persons such as the ‘Health Visitors’ and ‘Crossroads’ that could be contacted for support.

The ‘Playgroup recognises the importance of positive and effective behaviour management strategies in promoting children’s welfare, learning and enjoyment.’

During the inspection we observed the staff use positive interaction by talking to the children and praising them for their good 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 and appropriate manner with the children. Children were listened to and staff responded using language suitable to the age and developmental stage of the child.

Parental comments have included that the manager and staff are; 'friendly and approachable and nice and caring and passionate about the children and their job'.

The team were seen to be caring and compassionate with the children and ensured they were engaged and supported in activities. The planning of themes and activities were displayed and included ideas from all the team. Developing children's learning through play was enhanced and recorded in the child's individual record.

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

The children's toilets were located adjacent to the main playroom. Each toilet cubicle had a door to ensure privacy and dignity for the child. Children were supervised using the toilet and washing their hands.

Children's records include an area that identifies their individual needs and preferences, for example; any cultural needs or allergies. Children's needs would be taken into account when planning activities to be sure all children are included.

The service does not provide care for children under the age of 2 years. The manager has stated that the team recognised that a full day was too much for the children aged 2-3 years. We were told that parents had stated they would prefer their child to do mornings at the playgroup and then have their nap in the afternoons at home.

## 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**

Parents are requested to complete a registration form prior to their child commencing at the playgroup. This will provide details about the individual child, their likes, dislikes, preferences and needs. Any behavioural, social and cultural needs will also be defined, all this information ensures that the team are able to provide the appropriate level of care required for each child.

Establishing children’s culture and needs will support the inclusion and diversity of each child. The team are able to include festivals and celebrations that are important to the family. The planning of activities ensures that children can participate for example a topic included ‘around the world’ and where people lived. We were informed that if parents did not wish their child to take part in a particular activity, the staff would ensure various activities would be carried out alongside each other so that the child would not be aware.

The parents are also requested to provide contact details for them and other emergency contacts should a parent be unable to be reached.

Children’s areas of learning and development were recorded on a computer app called ‘Tapestry’. This enables the staff to record observations and photographs on the ‘app’ and link them to EYFS (early years foundation stages). The staff were given time to keep the children’s records up to date. A message can be sent to the parent to let them know there is an up date on their child’s record to view.



## 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 require 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 manager told us that she had not had to deal with any situations that involved conflict between any of the staff.

She said that if the situation arose, she would discuss with both sides individually and record the conversation. She would encourage the staff to solve their issues if it was possible or they felt confident enough. We were informed that she would inform the 'responsible person' for the playgroup and would continue to monitor the situation.

We observed the team and they appeared to have established a good rapport and working relationship. Staff comments included; 'like the team', 'feel supported' and 'can speak to management confidently'.

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

We held a discussion with the manager and the proposed new manager about their roles and responsibilities. They were both aware of their role in respect of managing the playgroup, meeting the needs of the children and that to ensure they meet with the regulations of a registered childcare provider.

The management team met on a monthly basis to discuss their managerial roles and to provide support and guidance from the responsible person. Minutes of the meetings were recorded.

Team meetings occurred every 8-10 weeks with a written agenda and record of the minutes taken. This enabled the management to share ideas and keep the staff up to date with any plans for the service.

Completing supervision sessions with staff on a one to one basis provides an opportunity for the manager and individual to meet and discuss individual objectives. Supervisions take place every 2 months, we discussed the format and ideas that could be developed to benefit both the employer and employee.

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

The training matrix kept a record of individual training and provided details of the training and completion dates. Mandatory training such as 'first aid' and 'food hygiene' had been completed. Isle of Man Safeguarding training had been completed by all staff with the exception of one. Although this person had undertaken relevant training, it did not include the Isle of Man procedures. This was discussed with the staff member and the manager.

Fire Marshall training had been completed with 'face to face' training, but there were some staff that were identified as 'fire marshals' but had completed 'online' training only.

The manager explained that the playgroup had been closed during the 'school holiday' period of the summer. The playgroup now offers childcare for children aged 2-3 years in the mornings only, whilst 3-4 year olds can stay for both morning and afternoon sessions. We were informed that this provided the team an opportunity to concentrate on the older children to develop skills and knowledge in preparation for going to school the following year.

The landlord has recently provided new flooring to the main playroom and have committed to making further improvements to the areas used by the playgroup.

### **Action we require the provider to take**

Key areas for improvement

- Staff must complete Isle of Man Safeguarding training  
*This improvement is required in line with Regulation 6 of the Care Services Regulations 2103 - Safeguarding*
- Fire Marshall training must be completed 'face to face'  
*This improvement is required in line with Regulation 16 of the Care Services Regulations 2013 – Staffing*

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.