

Inspection Report

2023-2024

The Buchan Nursery

Child Day Care Centre

20 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 20 September 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

The Buchan 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

Areas of improvement were made a result of this inspection.

Assurances given by the setting at the last inspection, were found not to have been followed through and as a result, have been made areas of improvement in this report.

The interactions between the staff team and the children were comfortable and natural and this helped create a warm and homely atmosphere.

Staffing levels were safe and were in keeping with the minimum staffing ratio requirement. The team worked well together and knew the children in their care. They were positive about working at the setting and parents said they found the team to be approachable and friendly.

The feedback received from families of children attending the setting was positive.

- 'We get daily updates on [child] activities- with comments as to what [child] has done well. We also got an end of year report. And the staff are available if I have any questions.'
- 'It's always clean and staff are always present. Communication is extremely good.'
- 'The staff and overall nurturing environment is perfect for [name].'
- 'I believe it is a well organised nursery which provides plenty of structured and unstructured learning.'
- 'They are there for their every need.'

- 'Gentle approach that is child led and appropriate to their age and developmental abilities. Feels integrated into the whole school (by for example using the same facilities) which allows for easier progression for the students into the primary school.'
- 'They always are pleased to see [child] - and even say they have missed [child] if [child] has been ill or on holiday.'
- 'Lots of extracurricular activities.'
- 'Great range of inside activities, rangers in the woods, school dinners at the school, fantastic staff😊'
- 'We are happy with Buchan nursery and their commitment to us.'
- 'A good social setting and environment for learning through play. I like the structure of uniform and lunchtimes, this prepares the children for reception in primary school.'
- 'Staff are extremely approachable, helpful and supportive.'
- 'We also love that the children who attend The Buchan Nursery are given the opportunity to enjoy the grounds of The Buchan School.'
- 'A good variety of activities such as singing, dancing and crafts and great resources especially access to the 'forest' and 'rose garden' on the school grounds.'
- 'Great staff, great facilities, great setting.'
- 'Our child feels comfortable in their care [child] is well supported.'

About the service

The Buchan Nursery is situated in the grounds of The Buchan School in Castletown. Under Section 54 of the Regulation of Care Act 2013, the registration requirement does not apply to the nursery as the provider is a business that provides child day care at a school. The Registration and Inspection Team regulate to the same inspection standards as those applied to registered services.

The nursery has three playrooms, children's toilets, staff facilities, a reception area, a large enclosed outdoor play area and use of the surrounding school grounds. The setting provides hot meals for the children that are cooked fresh every day by the chef in The Buchan School.

Manager status

The service has a manager who has been approved by the Registration and Inspection Team. This means that they and the provider are 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 18 August 2023 and we visited the service on 20 September 2023.

What we did before the inspection

We reviewed information received about the service since the last inspection. We used the information sent to us in the provider information return (PIR) and supporting documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 14 families who use the service. Ten responses were received.

During the inspection

An inspection of all rooms and the outdoor play area was undertaken and a range of documentation was reviewed. This included policies, children's records and health and safety information. We also looked at information used to monitor and assess children's development and learning and the files for three new members of staff were examined in relation to recruitment and induction.

We spoke to two members of staff, the approved manager and deputy manager. Observations were carried out using an observational framework for inspection that are a way of observing care to help us understand the experience of staff and 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 requires improvements in this area.

This service was found to not always be safe.

Staffing ratios and recruitment

Staffing levels were observed to be safe. As well as the approved manager and the named deputy, there were five qualified staff caring for 32 children. There were also two apprentices and one work experience student present. All staff were appropriately and safely deployed to ensure unqualified team members were not working on their own with the children.

There were new staff at the time of the setting's last inspection in March 2023 and the lack of information contained on the checklist was discussed. At that time we were able to examine copies of the completed checks within each staff member's file in order to confirm all checks had been carried out prior to the staff members commencing their employment. A template checklist form that included an easy to follow recording system was given to the provider in order to assist them in future recruitments. We were informed this would be given to the setting's HR department for future use.

At the time of this inspection, four members of staff had commenced their employment since March 2023 and the setting submitted the completed checklists used to record the pre-employment checks during the recruitment process. The checklists were the same as used previously and the same issues were identified. The staff files available did not include copies of any completed checks and this meant we were unable to confirm that all the required checks had been undertaken prior to each respective staff member commencing at the nursery.

We are aware all recruitment is carried out by King William College's HR department. Both the approved manager and deputy manager explained they had shared the checklist template with them after the last inspection with the expectation of the document being used when recruiting staff for the nursery.

Records are legible, accurate and up to date

Examination of submitted documentation showed weekly fire alarms tests and monthly emergency light tests were being carried out. The person/s undertaking the tests has initialled each entry but there was no key available to identify whose initials they were. This was discussed during the setting's last inspection and we were informed this would be rectified immediately. As this has not been implemented, the document does not accurately reflect who was responsible for carrying out each specific test.

We also found a number of other documents in use that did not clearly identify which staff had undertaken a specific task.

Preventing and controlling infection

Some areas of the setting were found not to be clean. We found surfaces such as the top of the hand sanitiser dispensers, skirting boards, window sills and the edges of the flooring to be in need of cleaning and there was a build-up of dust on the front of the air vent in the children's toilets. We also found objects pushed into the top of radiators. All issues found were shown to and discussed with the deputy manager.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure safety is promoted and can be evidenced when recruiting staff at the setting
This improvement is required in line with Regulation 16 of the Care Services Regulations 2013 – Staffing
- Action is needed to ensure the record of fire maintenance tests clearly reflects the person who undertook the tests
This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records
- Action is needed to ensure all areas of the setting are clean
This improvement is required in line with Regulation 22 of the Care Services Regulations 2013 - Fitness of premises: Health and Safety

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

As part of supporting the children’s developmental needs we spent time assessing how the staff team are developing the children’s awareness of right and wrong in keeping with their age and level of understanding.

The setting had a detailed Behaviour policy in place that outlined their approach to managing the children’s behaviour. Throughout the inspection we were able to observe staff implementing the procedures set out in the policy. Children were well behaved and staff were heard given them praise and encouragement. Occasionally children were reminded about their behaviour and age appropriate explanations were given to help them understand why something shouldn’t be done.

The policy was supported by The Buchan Charter that states: ‘We are kind, We are honest We are polite, We always try our best and Love thy neighbour (everyone) as much as you love yourself’ and is being promoted by the staff team.

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

Parents told us they felt the setting had a 'caring and nurturing environment' and that 'the staff team at The Buchan Nursery are fantastic and I feel that they have a great relationship with [name] and know [child] well'. Throughout the inspection, staff were observed giving children individual attention and talking to them about events and/or people in their life. Their approach towards the children was gentle and kind and the interactions between them were relaxed and comfortable.

There was lots of conversations taking place and staff were heard using language that was appropriate to the ages and level of understanding of the children. The responses made by staff members also demonstrated they were actively listening and interested in what the children were saying.

Staff were observed responding to the needs of the children in a compassionate and timely way. We observed an upset child being comforted by a staff member. The staff member listened and took the child's reasons for being upset seriously. She explained why the reason for the upset had taken place and answered the child's questions honestly and in a manner they understood. The staff member stayed with the child until the upset had passed and they went to play.

Maintaining children's dignity, privacy and promoting independence

Staff at the setting have access to detailed information about the children in their care. This enables the team to be aware of each child's own preferences and needs. Management informed us they incorporate children's preferences into their planning and daily activities and during our visit we heard staff using this information in their interactions with the children.

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 requires 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. They are also given a pack that asks for information that will enable the team to know specific things about each child. One parent told us ‘The staff are amazing and seem to take the time and the trouble to recognise each child as an individual and to acquaint themselves with their likes and dislikes.’ And another stated ‘I believe the staff know our child very well’.

The registration forms and terms and conditions used are the same as used by King William’s College and Buchan school and although some information may be relevant to those settings, we do not feel they are relevant to children attending the nursery. The form asks if the child is covered by private medical insurance, name of the company and policy number and whether the child has an NHS or private doctor. In the unfortunate event that a child was taken to hospital, they would be taken to A&E and the parents would be there either as they arrived or just after and it would be them that made use of any private medical arrangements they may have. Should the parents be delayed in getting to the hospital, medical staff would treat the child.

The forms also ask about time adults spend residing at the home, the marital status of the natural parents at the time of child’s birth and current status and refers to a safeguarding order relevant to the UK not the Isle of Man. The form reflects incorrect contact details for the Registration and Inspection Team, recognises an adult as a child aged 16 and includes a statement about medical treatment that contradicts what is stated on the setting’s medication form.

The setting are building on their resources to promote diversity, equality and inclusion. A number of cultural celebrations and traditions are being included in the year’s planning and we were informed the staff team are accessing information in order to extend their knowledge.

Children’s interests were being included in the planning and the staff team had high expectations of what the children could achieve. Throughout the inspection we observed children who were confident to try new things; more than once if needed. The activities available promoted and extended their knowledge and capabilities. Staff members were on hand to guide and encourage the children.

Action we require the provider to take

Key areas for improvement

- Action is needed to ensure only information relevant to the children attending the nursery is sought from parents/carers and that all information is correct and up to date.

[This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records](#)

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 requires 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.

Through discussion the management team explained how they would deal with conflict between the staff team and what actions they would take if required.

During this inspection we spent time observing the relationships between the staff team. We saw a team that worked well together, shared tasks and were supportive of each other. Staff spoken to, told us they enjoyed working at the setting and 'couldn't fault the girls'. They said they felt supported by each other and were encouraged to share their ideas.

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

We were and are assured the management team at the nursery understand their respective roles and although they are not a registered service, both are working to implement and adhere to the requirements in the Child Day Care Centre Minimum Standards and the Regulation of Care (Care Service) Regulations 2013.

The nursery is owned and operated by King William's College and we were informed the management team at the nursery met with them to share the outcome of the setting's last inspection. The outcome of the inspection was also shared with the staff team. We were informed the team view the inspection process as a positive experience and a way to reflect and improve. The deputy manager told us 'as a team we are always looking at ways to better and further our Nursery'.

The setting has not had to report any issues to the Registration and Inspection Team or any other regulatory body in this inspection year.

Continuous learning, improvement, innovation and ensuring sustainability.

The nursery has access to a range of training resources that enable and support staff to develop and extend their knowledge. The setting has inset days throughout the year and were closed for a week at the end of August in order to facilitate staff training. The management team told us that should staff ask for specific training, the management team would source the training.

During the setting's last inspection we were informed that a rolling decoration programme was in place and the setting would be redecorated during the summer break. During this inspection we noticed this end not been completed as there were still a number of areas in need of and repair decoration and these were discussed with and shown to the management team. We

found holes in the walls of the undecorated rooms, chipped paint on skirting boards and some only partially painted, walls that needed painting, a warped/damaged window sill in children's toilets, sealant in poor condition and needs replacing on the edge of the sink in the Little Seeds Room and a damaged/broken foam protector on the sink unit housing.

Action we require the provider to take

Key areas for improvement

- Action is needed to ensure all areas of the setting maintained in a good state of repair and decoration

This improvement is required in line with Regulation 20 of the Care Services Regulations 2013 – Fitness of premises for service recipients

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.