

Inspection Report

2023-2024

Little Cherubs Kindergarten

Child Day Care Centre

18 October 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 18 October 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Little Cherubs Kindergarten 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

There were no areas of improvement identified as a result of this inspection.

Staffing levels were safe and were in keeping with the minimum staffing ratio requirement. The team worked well together and were positive about working at the setting.

The environment was clean and well maintained and the atmosphere was calm, relaxed and homely. The staff team had established good relationships with the children and their families. The children were receiving a caring service that encouraged their independence, confidence and learning.

The setting actively promotes the children's awareness of caring for the environment by spending time in the setting's woodland area, recycling items and playing with items made of natural materials.

The setting provides home cooked meals and a large number parents commented on how much their children enjoyed the food that was being provided. The weekly menu offered a wide variety of foods and catered for all dietary requirements and preferences.

The feedback received from the families using the setting was positive.

- 'The nursery makes good use of their outside space and provide loads of 'things' to play with rather than toys to encourage the children to use their imagination. Provision of meals and snacks is almost invaluable, Jane the cook is brilliant.'

- 'All staff are caring and so personable with the children.'
- 'You can see how caring all the staff are and it is clear to see as [name] has a good bond with [child] key workers.'
- 'I am extremely happy with the care being provided. My [child] always tells me about activities, trips etc that [child] has done at nursery.'
- 'The staff are all very polite and friendly and i feel they know and understand my child very well.'
- 'As always I am extremely happy with Little Cherubs and the care they give, which I feel is always 100%.'
- 'With it being a smaller nursery the staff know the children well and will accommodate their needs.'
- 'I am very happy and so is my child with care being provided at the nursery.'
- 'The staff always seem very happy and knowledgeable within their roles and are enthusiastic.'
- 'As well as all the nursery staff, Jade, the cook, is fantastic. Her patience and kindness is really beyond what I would have expected.'
- 'They provide a home away from home/community feel.'
- 'I think the nursery provide a wide range of activities and opportunities for the children. My child loves attending little cherubs and I'm grateful for the journey [child] has been on so far.'
- 'We feel completely confident that our [child] is happy, safe, well looked after, nurtured, appropriately challenged and, most importantly, has fun'

There were some points raised in the received feedback that were discussed with the registered manager.

About the service

Little Cherubs Kindergarten is located in Union Mills. They are registered to care for 29 children aged 0 and above.

The kindergarten is set over two floors and has three playrooms, a log cabin, toilets, a kitchen, an office and a well-equipped outdoor play area. The pre-school aged children are cared for upstairs and the younger children have use of two activity rooms on the ground floor. The children also have use of a log cabin built on the grounds of the setting. The kindergarten provides hot meals for the children that are cooked on-site every day.

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 25 August 2023 and an unannounced inspection was undertaken on 18 October 2023.

What we did before the inspection

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

Feedback was sourced via email from 24 families who use the service. Ten responses were received.

During the inspection

We spoke with three members of staff as well as the registered manager, the cook and the responsible person/owner. Observations were carried out using an observational framework for inspection to help us understand the experience of staff and children.

We reviewed a range of documentation including children's care records, policies and health and safety information. The files for three new members of staff were examined in relation to recruitment and induction and an inspection of all rooms and communal areas was undertaken.

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 were three members of staff who had commenced their employment at the setting since the last inspection. Examination of their files showed the provider had carried out all pre-employment checks to ensure each was suitable to work with children prior to their respective start dates.

New staff are given an in-depth induction that includes information in regards to the setting's disciplinary procedure, when they commence their employment. The programme is carried out over a six week period and each new member of staff is assigned a mentor. They also receive regular support meetings with management who make the necessary arrangements for new staff to attend mandatory training.

Evidence was available to show that all staff held a current Disclosure and Barring Service (DBS) check and that monthly checks were being undertaken on those that have signed up for the update service.

Staffing levels were observed to be safe and in keeping with the required adult:child ratios. Examination of the setting's attendance records showed ratios have been consistently maintained on other days.

Improvements lessons learned

During each staff member's induction, they are made aware of their responsibility to raise and report any concerns they have and record safety incidents. This is reiterated regularly during team meetings. The setting's operations manager undertakes monthly audits and shares the outcomes with the staff team. Staff outlined changes that have been made to improve practice using the information from the audits.

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 Behaviour policy in place that outlined their approach to managing the children’s behaviour. Throughout the inspection we were able to observe staff being positive role models and implementing the procedures set out in the policy.

The staff team were observed to be positive role models to the children. They gave the children praise and encouragement and the relationship between them was relaxed and respectful.

We observed one incident where two children had a minor disagreement. The member of staff asked each child to explain what had happened and asked both how the other child’s actions had made them feel. The children were given time to explain and the staff member took what they said seriously. When both children had finished talking, the member of staff explained what they could do to resolve the situation should they find themselves in the same position.

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 staff team were caring and respectful to the children and treated them with kindness and compassion. The children were relaxed with the staff team and their actions showed they were comfortable in their presence.

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.

Comments made by the parents showed they found the team to be caring and kind. One person told us 'it is clear that a personal, child centred approach is central to how Little Cherubs works' and another told us 'staff genuinely care about [child] and do everything they can to make sure [child] is happy and gets the best out of [child] time at nursery.'

Maintaining children's dignity, privacy and promoting independence

Prior to a child starting at the setting, parents are asked to provide information about their child's preferences, likes, dislikes, routines and needs. This information is recorded and shared with the staff team so they can ensure they are meeting the needs of each child.

The setting cares for babies and the staff team have ensured individual routines are followed. Rooms are equipped to enable the babies to follow their own sleeping and feeding routines. As they get older, they begin to follow the food routines of the setting; as they would 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

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. Parents stated regular reviews were being carried out to ensure all information about their child was up to date.

Parents are also asked to complete a ‘Settling-In’ booklet which staff use to gain background information about the children so they are able to talk with them about familiar things and be aware of their likes and dislikes from their first day. Conversations heard throughout the inspection showed the staff team knew the children well. Subjects such as recent trips, family members and favourite things were being discussed.

When asked if they thought staff knew their children well, parents told us ‘I feel all staff know my child well’, ‘They know what [child] likes, doesn’t like, what will upset [child], how to calm [child], when [child]’s not ***self etc.’ and ‘They really know the children and they inspire confidence in the care they give.’

There was a variety resources throughout the setting that reflected equality, diversity and inclusion. This ensured all people attending the kindergarten felt valued and also promoted the children’s awareness and respect for the world around them.

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.

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 the team 'got on well together' and were 'very supportive of each other'. They explained they have social events out of working hours and this helped to strengthen the bond they have. One parent told us 'the staff are so friendly and all seem very happy, I think this rubs off on the children as the atmosphere is always great.'

To date there has not been any conflict between staff members but the registered manager and team told us they would work together to address any issues in order to resolve any disagreements.

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

The setting has a registered manager who is new to post, an operations manager and the responsible person. They work together to ensure all regulatory requirements are adhered to and managed.

Staff told us they were informed of the outcome of the monthly audit undertaken by the operations manager and outcome of the setting's last inspection. Management encourage the team to put forward new ideas in order to enhance and improve the provision.

The setting has had cause to notify the Registration and Inspection team of infectious illnesses since the last inspection and these have been reported appropriately and within the required timescale. When this has happened, the team have taken the required steps to minimise the risk to children, staff and families.

Continuous learning, improvement, innovation and ensuring sustainability.

The management team have ensured there are a range of resources available to the staff team to enable them to extend their knowledge and skills and drive improvement. All staff spoken to, told us they found the management very supportive and that they 'felt valued'.

The staff were very positive about the one to one supervisions carried out. They stated they are very well organised and 'you are given time to complete the document before the meeting' and they found this 'to be very useful as it makes you reflect on your own practice before the supervision'.

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.