

# Inspection Report

## 2023-2024

## St Joseph's Pre school and Nursery

Child Day Care Centre

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

### **Service and service type**

St Joseph's Nursery and Pre-school 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**

Staffing levels are maintained and the staff to child ratio is often greater than the minimum of 1:8.

The owners are always looking at ways of improving the service and listening to the views of parents. An example being increasing the days open to include school holidays.

Children appeared to be happy and had a good variety of activities to participate in.

There was an outdoor playing area attached to the premises for the children to play in an enclosed area. This could be used more even in the autumn and winter months.

### **The following are comments from parental feedback**

'I have known the staff at St. Josephs for a good few years now and I know if I have a problem or address anything, I can approach them 100%'

'I honestly can't recommend this nursery/preschool enough. They have helped me through such demanding transitions and situations. They are wonderful!!'

'I feel all staff at sjnp are very approachable , friendly and professional'

'The nurse regularly send messages to ask to update information if changed' .

**About the service**

St Joseph’s Nursery and Pre-school is located in St Joseph’s Church Hall, Willaston.

The registered person must not look after more than twenty four (24) children in total between 2-4 years of age at any one time.

The setting has one playroom that has been well organised to provide different areas of activity.

There is a small kitchen, a set of toilets with nappy changing area and an outside play area attached to the side of the building.

**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 2 October 2023. An unannounced inspection was undertaken on 19 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.

Parental questionnaires were sent to parents to gather feedback about the service.

**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 was five new staff recruited since the last inspection, all had a pre-employment checklist to record the security checks completed prior to the commencement of each person. Three records checked for completeness.

Attendance records showed that staff/child ratios were being maintained. There was always a minimum of 3 staff on duty and the service is registered to provide care for a maximum of 24 children. The minimum requirement is one staff to every 8 children. On the day of the inspection, there were 12 children present and 5 staff (4 directly working with the children).

The children’s attendance records included the child’s first and last name. When the child arrived at the setting the staff would welcome the child in and record their time of arrival on the ‘family app’. The ‘family app’ is a system used to record the children’s attendance, record of information, accidents, medication and observations.

**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.

## 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**

The setting had a policy for managing children’s behaviour, this provides guidelines for the staff to follow.

The staff were observed to be attentive to the children and to interact in a positive manner. Children were able to play freely but reminded by the staff to be careful and to share.

The manager stated ‘We use a puppet called, ‘Smart Bird’ and his main job is to develop awareness of right and wrong. The puppet engages the children at circle times, highlights how important it is to be kind to our friends, to share, to use our words etc (positivity). We use Smart Bird as a positive reinforcement throughout the day – he hands out ‘special messages’ to those who have been particularly good and their special message card (name card) goes on the Smart Bird board which parents see at collection. This is a big part of the nursery. We are also explain to children ‘why’ something they did may have been ‘wrong’, in the setting as it happens, encourage apologising (saying sorry to our friends) and we always reward positive behaviour throughout the day with Smart Bird as our tool’.

## 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 treating the children with kindness and compassion. On the day of the inspection we observed staff comforting and reassuring a child that had an accident. The child was clearly upset and the staff administered immediate first aid and sat with the child until a parent collected the child. The whole staff team showed genuine concern for the child and ensured the other children were also looked after and distracted.

Children had arrived at the setting in 'dressing up clothes', and we were told they were celebrating 'Halloween' over the next couple of days. The children enjoyed showing each other their costumes and playing games.

Circle time included all the children and they sang a song to say 'hello' to each of the children and staff by name.

The staff interacted positively with the children and took time to listen to them and converse with age and developmental use of language.

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

The toilets were located adjacent to the playroom. Children were supervised when using the toilet and ensured that they had washed their hands.

Children's record of information provided details of children's preferences. The service had recently sent out letters to parents asking if any information the setting held had changed.

The nursery and pre school do not provide care for children under the age of 2 years. They do have a procedure in place should children requires a sleep during the day. Children have their own named bags with their own bedding to ensure there is not a sharing of bedding with another child.

## 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 starting. Children’s needs including any behavioural, social and cultural needs will be defined, all this information ensures that the team are able to provide the appropriate level of care required for each child. The parents are also requested to provide contact details for them and other emergency contacts should a parent be unable to be reached and provide any cultural needs for their child. This would include food and any activities/ festivals they wish their child to celebrate or not to celebrate.

We checked 7 children’s records and they included all the areas required. We discussed some of the wording on the registration form and how this could be reworded for example; behavioural, emotional and social ‘*issues*’ to change the word issues to needs.

Children’s areas of learning and development were recorded on a computer app called ‘family’. This enables the staff to record observations and photographs on the ‘app’ and link them to EYFS (early years foundation stages). A message can be sent to the parent to let them know there is an update on their child’s record to view and they can then comment on this if they want. By clicking on the EYFS link it will tell the parent what area of learning their child had achieved.

The provision had toys and resources to include equality and diversity. All children were included in activities and listened too. Children’s individual preferences and needs were acknowledged and activities adapted when needed.

## 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 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.**

During the inspection the staff worked together well and interacted with each other in a positive manner. They were supportive of each other and carried out their roles in a respectful manner.

We discussed with one of the managers if she had ever had to manage conflict between staff and how she would manage this. She was able to demonstrate that she had managed conflict in a manner that involved all concerned and aim to resolve any issues. This included listening to both sides and providing an environment that enabled people to speak and to come to an amicable conclusion.

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

Both managers were aware of their responsibilities as a manager; both were able to answer the questions asked of them during the inspection.

We discussed the requirement of 'notifications', (this is when the service must notify the registration and inspection team of specific information/ incidents). We recapped on what should be forwarded to the inspection team, this includes; serious accidents, safeguarding concerns and infectious illnesses.

Various records were checked including; accidents, children's information, team meetings and staff supervisions.

Staff meetings were held regularly with written detail of who attended and the topics discussed.

The staff supervision records had 2 different formats. The manager needs to record clearly when meeting with a staff member is on a 'one to one' basis and called supervision or if more than one person is included that it is a meeting. Clear records of conversations and areas of discussion to be made.

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

The training matrix kept a record of individual training details and completion dates. Mandatory training such as 'first aid' and 'food hygiene' and Isle of Man Safeguarding training had been completed. Some staff that had not completed their training but dates were provided of training dates booked.



St Joseph's nursery and pre school has changed its registration so that it can remain open during the school holiday period. The setting will remain open during these periods providing there are sufficient parents that want to use the provision.

The service had an 'open day' in September to provide an opportunity for parents to view the provision and meet the staff.

We were told that the setting has adopted the 'smile of man' initiative, this is to support children with learning how to brush their teeth. The manager stated that consent forms had been provided to parents and they will commence once they know which children are to be included.

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

Key areas for improvement

- Staff supervision to be recorded clearly as either a 'one to one' session or a meeting of more than two people. Records to be clearly written.

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.