

# Inspection Report

## 2023-2024

## The Pumpkin Patch Child Care Centre

Child Day Care Centre

12 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 12 October 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

The Pumpkin Patch Child Care Centre 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 team supported each other and worked well together.

Children appeared to be happy and actively engaged in a variety of activities. The team were aware of the individual needs and support required.

The management team have continued to improve the premises with an extensive amount of investment spent.

### **Parental feedback comments**

Parental questionnaires were sent to email addresses that were provided to us. But we did not receive any feedback returned.

**About the service**

The setting is provided to care for; 8 (eight) children aged 0-2 years in the baby wing.  
24 (twenty-four) children aged 2-4 years downstairs in two designated rooms.  
34 (thirty-four) children aged 2 years and above in three designated rooms upstairs.  
There are toilets and wash hand basins in close proximity to the playrooms and a separate kitchen downstairs and kitchenette upstairs.  
There is an enclosed outside play area to the side and rear of the property.  
Hot meals are provided, these are cooked at the Beehive Nursery in Onchan and transported to the nursery.  
The setting is located in Governors Hill in close proximity to the local primary school and shops.

**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 11 September 2023. An unannounced inspection was undertaken on 12 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 of children using 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.

**Our findings:**

Safe – this means we looked for evidence that children were protected from abuse and avoidable harm. The service does require an improvement in this area.

This service was found to be safe.

**Staffing ratios and recruitment**

There had been two new staff recruited since the last inspection, their personal files were checked to ensure that all pre-employment checks had been completed.

Children's attendance was recorded on the 'family app' (a computer application for recording children's records and nursery files). This system recorded the 'actual' arrived and departure time. There was also a 'paper' record that recorded with a tick when the child arrived and departed. The latter was an easy record to use in the event of a fire and the building had to be evacuated.

The staff attendance was recorded in the 'daily diary', this recorded the individual start and finish times and lunch breaks.

The system to establish 'deployment' of staff, which meant we knew how many staff (and who) were working directly at all times with each age group was difficult to follow.

This was discussed with the manager, who agreed to review the recording system to establish clearly where staff were deployed when covering for staff lunch breaks.

**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:

- Clear deployment of staff to record where the staff were to cover all staff lunch breaks.

*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 nursery had a policy for managing children’s behaviour. This clearly outlined acceptable and non-acceptable actions for the staff to take.

The manager also explained that staff had access to online’ training (Noodle) that provided good information on behaviour management.

We observed the team using age appropriate language when talking to the children and interacting in a positive manner. Children were praised for good behaviour and completing tasks.

The team and management had a clear understanding of right and wrong behaviour and aware of other professionals that can be accessed for support or advice.

## 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 require an improvement in this area.

This service was found to be caring.

#### **Ensuring children are being treated with kindness, respect and compassion**

We observed that the team worked together to provide a caring and nurturing environment.

Children under the age of 2 years had their own dedicated playroom that had a door that led directly out onto the enclosed outside play area. This age group were cared for by two staff who interacted positively with each of the children, the staff comforted the children when they were upset or crying and settled them quickly. Children played outside and were supervised at all times. A record of each child's food/ drink intake and nappy changing details were recorded on the family app (which was only accessible to the child's own parents).

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

Toilets and nappy changing areas are located in close proximity to the playrooms. Children were supervised when using the toilet to ensure they washed their hands.

We observed a 'teeth brushing activity' in the morning, children aged 3-4 years sat in a semi-circle with a staff member to complete the task. Each child had their own toothbrush and paper towels, the staff would place the toothpaste on the toothbrush and demonstrated how to brush their teeth. The children appeared to enjoy this activity and were 'giggling' whilst watching each other brush their teeth. The manager stated that they have found this to be a productive activity that children enjoy and with good positive outcomes.

We discussed the children's sleep routine and established that they had their own individual bedding. Children that had just past the age of 2 years that required a sleep were sleeping in the same room as the under 2's. This was discussed with the manager and although it was in a separate area within the room, the two age groups are to be separated.

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

Key areas for improvement

- Children over the age of 2 years must sleep in a separate room to the under 2's.  
*This improvement is required in line with Regulation 13 of the Care Services Regulations 2013 – Service recipients plan.*

## 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 nursery. 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. Records showed dietary requirements for the child and highlighted any cultural requirements which included certain foods to be excluded from the child’s meals.

Toys and resources showed that the team had considered all children attending the nursery. 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 ‘Family’. The manager told us that the team aim to complete an observation at a minimum of one a month along with photographs and a reference to the EYFS (early year’s 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.

The team can also input details of what the child has eaten/drunk and sleep/nappy changing routine. Particularly highlighted for children under the age of 2 years.

### 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.**

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

We discussed how she would manage any situations should they arise. She told us that she would discuss the areas of conflict with the individuals and listen to what they had to say. She would work towards ensuring a positive outcome and not let things escalate.

Observing the team working together we could see that they all enjoyed working at the nursery and communicated in a positive manner.

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

The manager was aware of her roles and responsibilities for managing the nursery, meeting the needs of the children and that to ensure she meets with the regulations of a registered childcare provider.

The nursery is one of three childcare settings owned by Beeline Nurseries. The manager of this nursery is also one of the Directors of the 'Beeline Company'. The directors meet regularly to discuss the current status of the provisions and any future plans.

We spoke to a member of staff who had completed the 'induction' for new staff. She stated that she felt supported and was given time and plenty of information to ensure that she was equipped to work in the nursery.

Team meetings are held on a monthly basis with the next one scheduled for the evening of this inspection. Minutes are taken and recorded.

One to one supervisions with the individual staff take place every four to six months. The content of the discussions were recorded with a competency rating in various areas included and the manager's comments. We discussed the benefits of increasing the frequency of the supervisions to provide the staff.

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

A training record of each staff members training was kept 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.



The managers 'annual report' highlighted areas of improvement made to both the outside and inside of the premises, including new lighting and re-rendering and painting the outside of the building.

The nursery continues to provide care for babies and children up to the age of 4 years. And offers before and after school care for older children, whilst school holiday care is provided at the 'sister' setting in Onchan.

The team have previously attended the meetings in person but tonight they have scheduled to conduct the meeting via 'zoom'. This is a trial to see if this approach works and if it does this method will continue. The manager explained that through discussion with the team, it was agreed to trial this method as would make it easier for the team to 'attend' as opposed to having to return to the nursery in the evening.

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.