

Inspection Report

2023-2024

Little Bears Nursery

Child Day Care Centre

24 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 <insert date>. The inspection was led by an inspector from the Registration and Inspection team who was supported by xxxx.

Service and service type

Little Bears 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

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 felt supported by the management team.

The staff team had established good relationships with the children and their families and a number of parents said they found the staff to be approachable and friendly. The children were receiving a caring service that encouraged their independence, confidence and learning.

The setting had appropriate arrangements in place to ensure all age groups were being supported and that the care of one group was not affecting the care of others.

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

- 'They are out and about exploring new places and learning all year round.'
- 'It's a brilliant place to send our children for After School Provision. They are always out during the summer'
- 'They have a minibus and take the children on outings very regularly and the amount of activities and stimulus they have is great'
- 'We are very happy with the service we receive. It suits our children and their needs perfectly.'
- 'I cannot recommend the staff, every single one of them, enough!'
- 'The variety and enthusiasm of activities, along with the days out and the sheer colourful nature of the nursery is fantastic'

About the service

Little Bears Nursery is located on the outskirts of Ramsey. They are registered to care for 40 children aged 0-11 years. As well as operating the nursery, the setting also provides out of school care for school aged children. At the time of inspection they had 62 children registered at the setting.

The setting has two playrooms, a kitchen/dining area, an office, children's toilets, separate staff facilities and a secure, well-equipped outdoor play area. Parents provide a packed lunch for their child as well as personal care items.

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 23 August 2023 and an unannounced inspection was undertaken on 24 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.

Feedback was sourced via email from 13 families who use the service. Four responses were received.

During the inspection

We spoke with two members of staff and the registered manager. 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 two 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 require improvement in this area.

This service was found to be safe.

Staffing ratios and recruitment

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.

There were two 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 eight week induction when they commence their employment. During this period, they are given information about the setting's disciplinary procedure and regular support meetings with management are undertaken in order to ensure each new member of staff are supported through the process.

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

Improvements lessons learned

Staff spoken to confirmed they are aware of their responsibility to raise and report any concerns they have and record safety incidents. This is reiterated in the setting's policies and staff have the opportunity to discuss any concerns they have during supervisions and team meetings.

Preventing and controlling infection

Some areas in the children's toilets were found not to be clean and these were shown to the manager.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure the children's toilets are maintained in a clean and hygienic condition

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 registered manager explained to us that the nursery have a set of rules for everyone to follow. The rules, which include ‘walking feet’, ‘inside voice’ and ‘gentle hands’ have been devised with the children to ensure they had a voice as the team did not feel it was right they were always told what to do by the staff team.

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.

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 atmosphere at the nursery was calm and homely and we observed relaxed and comfortable interactions between staff and children. Staff were attentive and caring and conversations heard during the inspection showed the staff knew the children well. Parents told us they were happy with the care being provided and felt the staff have developed 'really positive relationships with the children and it's lovely to see this'.

When speaking with the staff team it was clear they were passionate about what they do and wanted to ensure the children were happy and enjoying their time at the nursery.

Maintaining children's dignity, privacy and promoting independence

The registered manager has ensured information about the children attending the setting has been shared with the staff team. This enables the team to be aware of each child's own preferences and needs. The team incorporate children's preferences and interests into their planning and daily activities. 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 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. They are also given a ‘Welcome Pack’ that asks for further information that will enable the team to know specific things about each child.

When asked how well they felt the staff team knew their child, all parents who responded told us the staff team knew their child well and one told us ‘the staff know our child really well. They know about their wider interests and things they do during their spare time etc.’ One staff member told us, ‘we know the children really well. We know how they’ll react, know their triggers and what sort of things they like – or don’t’.

The setting are continuing to build on their resources to enable them to promote the children’s awareness of 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.

There was a system in place for staff to record the interests of each child. This information was being included in the planning and activities. Staff had high expectations of what the children could achieve and were ensuring they were being challenged in order to extend their skills and learning.

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 get on well' and 'worked well together'. They explained they are all aware of the needs of each child and support each other to ensure nothing is ever overlooked. They remind each other about medication times, how long a child is allowed to sleep and other day to day tasks. The team have social events out of working hours and this helped to strengthen the bond they have. One member of staff told us this was 'one of the closest knit teams I've worked with'.

Staff told us they were not aware of any fallouts amongst the team but were confident 'the team would work together to sort things'. This was echoed by the registered manager who also outlined the procedure she would follow should a conflict arise that couldn't be resolved amongst the team.

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

The nursery's registered manager demonstrated a clear understanding of the responsibilities of her role and is being supported by the setting's named deputy and the responsible person.

A team meeting was carried out after the setting's last inspection in order to discuss the outcome of the inspection with the staff team. We were informed staff were pleased with the inspection and felt it went well. Although there were no areas of improvement identified as a result of the last inspection, the team decided to develop the outdoor area in order to improve the children's experience when playing outside.

The registered manager explained that the setting introduced a holiday club for three weeks during the summer 'as a way to meet the needs of the community'. Afterwards, the views of parents was sourced to see if they would use the service again. Positive feedback was received and the holiday club was operating at the time of our visit.

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. The registered manager explained that when staff attend training, they are asked to provide feedback to others who haven't attended in order to share what they have learned.

Staff spoken to were positive about working at the setting and told us they felt 'listened to' and that they found the management team very supportive. We were told 'we're praised for what we do' and 'Laura listens to what we say and we're praised and thanked for the job we do. It's nice to be told you're doing a good job.'

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.