

# Inspection Report

## 2023-2024

## Crossroads Nursery

Child Day Care Centre

23 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 unannounced inspection on 23 October 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Crossroads 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**

On the day of the inspection the Registered Manager was on annual leave, therefore an appointed person (Emma Dulson) took responsibility for the running of the nursery in the manager's absence. Emma was confident and clearly capable of adopting this responsibility to ensure the nursery operated in a safe manner.

The nursery provided an inclusive setting for children with both additional needs and none additional needs. Children interacted together in a friendly environment learning from each other and acknowledging each other's differences.

All records and documents checked were completed thorough detailed and clear information.

The team had a clear understating of each of the children's individual needs. They demonstrating genuine compassion and care for each child.

Parental feedback established that parents were happy with the level of care provided by the Crossroads team.

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

'They appear to genuinely care for the children and be child centred in their practice'

'Excellent Management of the Nursery by Dee, and a lovely consistent team. They are amazing at knowing the children as individuals, and remembering their likes, dislikes, quirks etc. They have a homely environment, and encourage the children to develop in the best way for them'

'I cant fault them at all. They are a huge help and support to me and not just \*\*\*\*\*. They take \*\*\*\*\* needs and wants into account and are fully understanding with \*\*\*\*\*. They show \*\*\*\*\* so much care and love. I couldn't ask for a better team to look after my \*\*\*\*\*!'

'The general love and care shown towards \*\*\*\*\* by the whole team is amazing. I have zero concerns about \*\*\*\*\* safety or welfare after dropping \*\*\*\*\* off as i trust the team implicitly as i know they have \*\*\*\*\* best interests at heart. I fully intend for \*\*\*\*\* to stay at Crossroads until \*\*\*\*\* goes to school'

'Nursery staff provide a daily update as to how \*\*\*\*\* has been throughout the day and any concerns or worries.

There is also a yearly review meeting that makes sure everything is progressing as required'

'The pre-school year with the uniform has really empowered our child being a 'big boy', and is a lovely gentle way to get him (and us!) ready for school next year. It is lovely that the pre-schoolers have sessions with Dee, which our little boy loves and enjoys.'

'It's great that they supply lunch and snacks. The menu is always displayed and offers a good range/balance as well as value for money (as it's included in the nursery fees)'

'The nursery always looks clean and well looked after. We are very happy with the nursery ethos and rules and believe the focus is always for the care, enjoyment and safety of the children.'

**About the service**

Crossroads nursery must not look after more than eighteen (18) children in total aged 0 - 5 years and of these eighteen (18) no more than four (4) are to be under 2 years of age. The nursery is located in Douglas within close proximity to the TT grandstand and Police Station.

The nursery consists of two play rooms, one with an identified area for children/ babies under the age of 2 years. The baby's area was separately staffed to the older children. There was an outside play area to the rear of the premises that was accessible via the main playroom.

The nursery is totally inclusive and therefore welcomes both children with or without additional needs.

The nursery provided cooked meals with a varied menu that changed weekly.

**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 9 October 2023. An unannounced inspection was undertaken on 23 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 gather feedback from parents

**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.

## SECTION C Inspection Findings

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### 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**

The nursery has recruited two new staff since the last inspection. Records had been completed to show that the pre-employment checks including; medical, social services suitability and DBS (disclosure and barring service, also known as a police check). We were informed that the manager interviewed prospective new staff along with two other persons from the Crossroads Organisation.

Attendance records showed that staff/child ratios were being maintained. There was a minimum of one to two staff working with the children under the age 2 years and a minimum of two staff working with children over the age of 2 years.

The children's attendance records included the child's first and last name and the times of arrival and departure. Staff attendance was also recorded.

#### **Improvements lessons learned**

There were policies and procedures in place, for example safeguarding children and accident recording. Records of accidents were kept that included what had happened and who had witnessed the accident. These were signed by both the staff and the parent. We discussed the circumstances that require the registration and inspection team to be notified which included any serious injury to any person.

We were told there had not been any safeguarding concerns, but the nursery does have a policy and procedure to follow should this be needed.

## 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 nursery had a policy for staff to follow to manage children’s behaviour. On the day of the inspection we observed the staff interact positively with the children. Children were praised for good behaviour and told how well they had achieved tasks.

The team understood that children learn in different ways and that sometimes an approach to managing one child’s behaviour may not always work with another. We observed the team managing children’s behaviour effectively. They were able to explain why they acted in a particular way with one child and why this may be customised to a different child. We observed the children respond to the staff and become calm and happy.

## 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 children with kindness, respect and compassion. The team listened to the children and responded using language that children could understand. They sat with the children and joined in games and activities. Children appeared to be happy across all the age groups and the team understood their needs and interacted positively with smiles and laughter. A parent commented 'The staff are all very approachable and show genuine care and interest for our child and their development and us as a family'.

A parent said 'It is so comforting to know our child is being well looked after, loved and enjoying themselves at nursery – \*\*\*\* is always skipping into nursery and tells us all about the adventures they have been up to!'

Children's progress and developmental stages reached are recorded in books. Books were completed for each year the child is at the nursery, when a child reaches their birthday the book completing up to that date is given to parents and a fresh one started. This book included photographs, observations and links to the developmental stage reached.

A 'Communication book' for children under the age of two years is provided for parents. The staff will complete daily information regarding the child's sleep pattern, nappy changes, food and drink intake and a daily observation of the child's activity. The communication book is also offered to parents of older if needed.

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

Toilets and nappy changing facilities were located adjacent to the main playroom. These provided a space for privacy and dignity for the child.

The nursery had started the 'teeth brushing initiative' with the children, but has stopped at present. We were told that the team were looking in to commencing this again in the near future.

We sampled the children's individual records, which included information about the child, individual needs and preferences.

We discussed children under the age of 2 years and arrangements for them having a sleep at nursery. One of the children was having a sleep in the designated area for this age group, the staff told us that children sleep according to their own routine and that parents agree to the children sleeping when they need too.

## 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**

The nursery has a comprehensive document for each child registered at the setting. Parents are requested to provide detailed information regarding their child, including any medical, emotional and behavioural needs. This information assists the team to provide appropriate care for the individual.

We discussed the ethos of the nursery and the person in charge explained that the service is totally inclusive. The service aim to provide care for children that have additional needs or may need extra support to achieve their goals. Children without these needs are also welcomed and we observed all children interacted and playing together. We observed all children being treated with equal concern.

A parent said ‘Crossroads nursery does everything well. They take children with additional needs and are very good how they manage, and mixing all the children together at a young age. My children now have a very good understanding of children with needs, it’s an incredible place with incredible care.’

Festivals such as Easter and Christmas are celebrated with the children and any other festivals that culturally reflect any of the children’s needs and preferences.

Toys and resources were visibly aimed to include all children, with some small dolls in wheelchairs



## 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.**

The team appeared to work together well and had established roles that were supported with written duties for each of the staff. Staff interacted positively and were respectful of each other.

Emma was able to talk through the process of managing any conflict with staff should it occur. This would involve listening and discussing with individuals and addressing any issues. This may involve being addressed at team meetings if applicable.

Team meetings were held every 3 months with a detail record of areas discussed and actions to be taken.

The manager is also responsible for providing a quarterly report for the Board Of Directors to keep them up to date with operational activities.

Crossroads organisation complete staff 'newsletters' which they receive monthly, which may include changes within the organisation and introduction of new staff.

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

The Registered Manager for the nursery and the Operation Officer for Crossroads organisation completed the 'pre inspection record' of information prior to this inspection. Supporting documents were included and detailed information provided.

On the day of the inspection the named person (Emma) was responsible for providing information requested and answering any questions from the inspector.

We found that both the registered manager and the 'name person' on the inspection day were aware of their roles and responsibilities to both the nursery and the registration and inspection team. Notification of Events such as serious injuries and infectious illnesses had been reported to the inspection team.

There was an 'induction' record for new staff members including a welcoming letter, areas covered and the manager's comments. We spoke to a staff member that had completed the induction; they confirmed they were provided with sufficient detail about the service and 'Crossroads' organisation. Each staff member is also provided with a 'staff handbook'.

Supervision of individual staff with the manger occurred every 3 months. A record of the supervision had been kept and the content included; areas discussed and actions following on from this and the managers comments.

When talking to the staff about their work at the nursery, they said 'I love it here, I couldn't imagine being anywhere else'.

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

There was a record of staff training that included; first aid and safeguarding. Supervision sessions with individual staff provides an opportunity to identify any training needs. We were told that the organisation pays for training and for the staff to complete qualifications relevant to the post. They will also provide time for them to complete the training.

Crossroads organisation provide 'awards' each year to staff members across each of their settings to 'recognise success and achievement'.

We were told parental questionnaires are sent out to the parents of children attending the nursery to gather their opinions on how the nursery is ran and if they had any suggestions for changes. Results would be provided to the parents.

The staff take part in fundraising events to raise money for the service. The manager is included in any discussions of how the nursery could develop including any ideas for expansion of the service.

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.