

Inspection Report

2023-2024

Treehouse Nursery

Child Day Care Centre

8 and 9 November 2023

**Under the Regulation of Care Act 2013 and
Regulation of Care (Care Services) Regulations 2013**



Isle of Man
Government
Kelleys Eilan Vannin

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 8 and 9 November 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Treehouse 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

An area of improvement was identified as a result of this inspection.

We noticed the information in staff contracts did not match what was written in the setting's disciplinary procedure and the registered manager was advised to seek guidance to ensure the document contained all the required information to meet legislative requirements.

Staffing levels were safe and exceeded the minimum staffing ratio requirement. The team worked well together and were positive and passionate 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 team are developing the children's awareness of the environment and are in the process of replacing plastic resources with ones made from natural materials. They are also taken out into the glen and gardens in order to explore and enjoy the benefits of being outside.

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

- 'I'm unbelievably proud to have my kids to be a part of the nursery. The staff go above and beyond for the children'

- 'The nursery provides loads for the children. They go on multiple trips to museums, splash parks, play parks, trams, buses. If it's a rainy day they make the most and put the kids in puddle suits and wellies and go on a walk through the glen'
- 'The setting is clean. It's cosy. The kids are always out on adventures. I like that they make really good use of the beautiful setting in the Glen and Laxey'
- 'My child is incredibly happy to attend, [child] feels safe and cared for, and always comes out smiling and full of positivity'
- 'I personally believe they are brilliant at keeping the kids busy with learning in different ways, they will happily make every child comfortable and involved in any activity'
- 'They also have brilliant communication with the parents. It's a great trusting place to bring your child'

About the service

Tree House Nursery is situated in Laxey Glen. They are registered to care for 24 children aged 2 to 4 years. The nursery is set over two floors and has three playrooms, a balcony area on the mezzanine floor, a kitchen/dining area, staff facilities, a nappy changing room, an office and children's toilets. The setting does not have their own outdoor play area but the children have access to the glen, gardens and public playground.

Parents are asked to provide their own child's lunch, drink and afternoon snack. The nursery provides the children with a morning snack and there is drinking water available if needed.

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 2 November 2023 and unannounced inspections were undertaken on 8 and 9 November 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) and supporting documents, notifications, complaints/compliments and any safeguarding issues.

Feedback was requested via email from six families who use the service and four responses were received. All comments made were positive.

During the inspection

We spoke with one member 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 file for one new member of staff was 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 requires improvement in this area.

This service was found to be safe.

Staffing ratios and recruitment

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

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

There was one new member of staff who had commenced their employment at the setting since the last inspection. Examination of their file showed the provider had carried out all pre-employment checks to ensure they were suitable to work with children prior to their start date.

New staff are given a five week induction when they commence their employment. During this period, they are given information about the setting's disciplinary procedure and weekly support meetings with management are undertaken in order to ensure they are supported through the process. The registered manager explained she will be reviewing the programme and plans to source feedback from the new member of staff to make sure it is effective and fit for purpose.

Whilst examining the staff file, we noticed the information in their contract did not match what was written in the setting's disciplinary procedure and this was discussed with the registered manager. In order to ensure the contracts and procedure are fair and robust, we recommended she seek advice from the professional body that deals with employment issues.

Improvements, lessons learned

Staff spoken to confirmed they are aware of their responsibility to raise and report any concerns they have and to record safety incidents.

Action we require the provider to take

Key areas for improvement:

- Action is needed to ensure staff employment contracts reflect the setting's procedures. We recommend seeking professional advice to ensure legislative requirements are adhered to [This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records](#)

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 and throughout the inspection we were able to observe staff being positive role models to the children and implementing the procedures set out in the policy.

The team use stories to help explain being kind to each other and use circle time to discuss how to help and care for each other. We were informed staff use a timer to support children to share resources and during our visit, we observed the timer being used when two children wanted to play with the same toy. The child with the toy was spoken with and asked if, when they finished playing with the toy, they would give it to the other child to play with. The child agreed and the timer was set. When the toy changed hands, staff praised both children and thanked them for being kind to each other.

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 atmosphere at the nursery was calm and homely. Staff were attentive and caring towards the children and the interactions between them were relaxed and comfortable. On one occasion, a tired child went to a staff member for a cuddle. The member of staff, soothed the child and gave them a cuddle whilst dividing her attention between them and the group she was working with. A second member of staff came in and took the child for a nap.

Parents told us they were '100% happy with the care being provided' and found the staff to be 'kind and considerate' and 'take the time to care and teach the children. They comfort the children and make it such a peaceful environment'.

Maintaining children's dignity, privacy and promoting independence

The registered manager had ensured information about the children attending the setting had been shared with the staff team. This enabled 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.

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

Before children start attending the nursery, parents are asked to provide information about their child. They are asked to provide information about any cultural needs, languages, dietary preferences/requirements and or any medical conditions their child may have. This information is shared with the staff team to ensure they are aware of each child’s individual needs.

When sourcing feedback about the setting, we asked parents how well they thought the staff team knew their children. Parents told us they ‘feel the team know my children brilliantly’, that they ‘found they get to know your child very fast and do their very best to make them happy and comfortable in the environment’ and that ‘my [child] has a great relationship with the nursery staff’.

One parent explained the team ‘have often brought traits to my attention that I hadn’t consciously considered. They know exactly how best to handle their individual personalities, and put a lot of time into getting to know them and be there for them in the best way possible for my child. They make a conscious effort to consider how the different children will react to different situations, and always have the child’s best interest at heart’.

The setting is 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 when we visited, activities were being carried out to promote the children’s awareness of Diwali and Remembrance Day. A Christmas tree was up and decorated and activities were planned to celebrate the festive season.

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 relationship between staff. We saw a close knit team that worked well together, shared tasks and were supportive of each other. We were told the team 'are very supportive' and 'gel well together'.

Staff receive supervisions every three months and the registered manager carries out weekly 'check-ins' to ensure there are no problems.

Staff told us they were not aware of any upset or disagreements amongst the team but were confident that because of the relationship they have as a team, they would talk to each other in order to resolve any issues. This was also the expectation of the registered manager who explained, if the staff could not resolve the issues amongst themselves, she would meet in private with both parties to discuss the problem in order to reach a resolution.

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 told us she 'felt very supported' by her team and the setting's owners.

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 mandatory training was up to date and staff are encouraged to attend the continuous professional development courses provided by the Department of Education, Sport and Culture. Arrangements were also in place for staff to extend their knowledge and skills by attending in-house training sessions.

The team are in the process of implementing some changes onto the nursery in order to improve the service they deliver. In order to reflect the surroundings of the nursery and develop the children's awareness of the environment, plastic resources are being replaced with resources made from natural materials. They have also implemented the Development Matters

curriculum and are slowly phasing out the use of the curriculum previously followed. This enables the team to focus more on the developmental progress of the children in their care and the registered manager it also ensures the nursery is doing the same as the schools.

There were a variety of things put in place by the registered manager that demonstrated the value she places on her team and the regard she has for their well-being. A basket of personal items was available for staff to use if they wished and there was a 'What Can Help your Day' form that listed treats such as cake, chocolate, hot drink and slippers which staff are encouraged to pick a treat in order to improve their day.

The staff facilities have recently been redecorated and the registered manager asked the team to pick the colour they would like the area to be. A pre-loved' storage unit had been placed in the area for staff to use and items for staff to use 'to jazz it up' had been ordered.

Prior to an inspection, the Registration and Inspection team send settings a provider information response (PIR) form in order to gather information before we visit. The registered manager informed us she involved the staff team in completing form so they were aware of the process.

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.