

# Inspection Report

## 2023-2024

### **Hopes and Dreams The BUZZ Pre School and After School at Ashley Hill**

Child Day Care Centre

30 October 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 announced inspection on 30 October 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Hopes and Dreams The Buzz Pre school and After School Club at Ashley Hill 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 preschool provides a 'homely' environment, with furniture that you would find in your lounge at home for example, rugs and sofas.

Children appeared to be happy and were involved in activities, the team listened to the children and engaged appropriately.

The team were provided with time to ensure they keep the children's learning profiles up to date and to include their observations.

The Directors of the company provide training opportunities for the team and have developed their own 'in house' training curriculum. This also supports any staff that wishes to progress and further their personal career path.

### **Parental feedback included**

We sent parental feedback request emails to the email addresses provided by the service. We did not receive any feedback.

**About the service**

The provider is registered for a maximum number of 24 (Twenty Four) children aged 2 (two) years and above in the mobile between the hours of 9am-5.30pm (Monday—Friday), during school term time.

The provision is located in a mobile classroom on the grounds of Ashley Hill Primary School. It consists of two playrooms, a kitchen, toilet/ washroom and an office. There is an outside play area attached to the building that is used solely for the setting.

The provision is one of the Hopes and Dreams Limited childcare settings.

**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 19 October 2023. An unannounced inspection was undertaken on 30 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 out to gather feedback from parents 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 not require any improvements in this area.

This service was found to be safe.

**Staffing ratios and recruitment**

We discussed the recruitment process with the Registered Manager. We were told that the Directors of Hopes and Dreams interview candidates and complete the pre-employment checks. The manager of the preschool would meet the new staff either at a 'stay and play' session, where new staff are given an opportunity to spend time at the preschool. Or when the successful candidate commences employment. We were informed one of the directors would accompany on their first visit.

There had been one new member of staff since the last inspection; this person had been transferred from another of the company childcare provisions. The pre-employment checklist had been completed.

**Improvements lessons learned**

There had been no safeguarding concerns but the manager was aware of the process to make a referral. She had undertaken the Isle Of Man safeguarding training and internal training by the provider.

Accident records were sampled and these were found to contain all relevant details and signed by parents to acknowledge that they had been informed.

The manager stated that accidents would be discussed with the team to discuss what had happened and what (if anything) they could have done better.

## 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**

Policies regarding the management of both staff and children’s behaviour were checked. These contained guidance and processes to follow if needed.

We discussed with the manager how they teach children ‘right from wrong’. The manager stated that any negative behaviour would be managed by ‘getting down to the child’s level’ and ask the child what was wrong and explaining that their behaviour made them or another child sad and ask them what they could do to make it better.

We had observed the staff praising the children when they were playing and told ‘well done’ and ‘good’ when they showed good behaviour or completed a task. Appropriate use of language was used that children would understand.

## 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 team have created a 'homely' environment in the playroom, there were rugs on the floor and sofas to sit on. The setting resembles a lounge where children can feel at home with familiar pieces of furniture around them.

The children could move freely between activities and spend as much time as they wanted playing in one area. The staff interacted appropriately whilst allowing the children to play together without interrupting. The team were there for support and guidance when children needed it. The team used age appropriate language that children understood, they were praised when good and told 'well done' when achieving results.

We observed the team acting with compassion, kindness and respect with both the children and each other.

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

Toilets for the children were located adjacent to the large playroom, separate room was used for changing nappies. Both provided an area for privacy and dignity for the child.

Parents complete a 'registration form' and an 'all about me booklet' prior to commencing at the setting. This provides information about the individual child, including their likes, needs and preferences. Parents are requested to review the children records at least once a year.

Independence was promoted through play allowing children to make choices of what they wanted to play with. Children's drinks bottles were easily accessible for the children to use when they needed.

The setting does not provided care for children under the age of 2 years.

## 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 ‘Record Of Information’ about their child that includes any dietary and medical needs. An ‘All About Me’ booklet completed by parents is kept in the main playroom for easy access to the staff. This includes details of the child’s likes and dislikes, family members, what the child needs to comfort them when they are sad or upset.

The preschool is inclusive and welcomes children with their own unique needs. The team have adopted the ‘curiosity approach’ to learning; we were told that this ‘enables the child to indicate what they want to learn’. For example; if a child talks about ‘Halloween’, the team will explore this and look at the areas of learning that surround this topic.

Toys and resources such as books and dolls promote equality and inclusion for all children. The team aim to respect both the children and staff team’s religious, ethical and personal beliefs. Festivals are celebrated if the children express an interest in a topic.

The team use the EYFS (early years foundation stages) to record children’s individual learning and development. Observations and photographs are recorded on the ‘family app’ (a system that enables the team to record and send information to parents). We were told that each staff member has 1-2 hours a week to complete the children’s records and link them to the areas of 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 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.**

The manager informed us that she had not had to manage conflict between any of the staff team. The team had always worked well together, which was observed during the inspection.

Therefore we asked how she would manage any areas of conflict with the staff should it occur. We were told that she would speak to each person on a 'one to one' basis and ask if they would be prepared to discuss with the other person and the manager together. She would try to find a resolution with all concerned. If she was unable to meet a solution she would refer to the company directors (of which one is the Responsible Person).

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

Through discussion, we established that the manager was aware of her responsibilities to both the preschool and the registration and inspection team (regulatory body).

She was aware of the 'notification process' and what needed to be sent to the registration and inspection team. Examples of notifying of infectious illnesses such as chicken pox and covid.

The manager explained the support provided to her by the directors. She stated that she had online 'zoom' meetings on a weekly basis. Also the registered managers of all the company settings meet together monthly with the directors.

Team meetings in the preschool were monthly with a written record to confirm the topics discussed and any action as a result.

The manager had 'one to one' staff supervisions every 6-8 weeks. These provided the individual to express their feelings and wishes and to identify any training needs. There was an opportunity to set personal goals and the manager to include her comments.

There was an 'induction' for new staff starting at the preschool that included introductions to the policies and processes of the preschool.

There was one new staff member since the last inspection who had moved from another of the Hopes and Dreams provisions. This person confirmed that they had received a verbal induction from the manager, but there was no written record. Although policies and procedures would mainly corporate for both settings, there would be differences in how each setting 'works'. We discussed the benefits of keeping a written record of the shortened induction for this situation.



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

There was a training record for each member of staff. All mandatory and appropriate training had been undertaken along with completion dates.

Hopes and Dreams provisions provide the opportunity for staff to gain knowledge and develop their personal skills to become potential 'managers' of the services. Staff can participate in their 'Leadership Academy' which provides training in managing staff and roles and responsibilities to be a successful manager.

Online training and resources are provided along with books to refresh memories.

We are told that the core value of the provisions is to 'Pursue Growth and Learning to Drive Change'.

The manager told us they have an initiative that celebrates staff and show them how they are appreciated. There were 'postcards' that had be given to staff that recognise good work, these are not only completed by the manager but can be completed by any team member to any other person.

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

Key areas for improvement

- To keep a written record of an 'induction'- for all staff new to this preschool provision.  
*This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records*

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.