

Inspection Report

2023-2024

Park House Nursery

Child Day Care Centre

21 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 21 November 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Park House 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

No areas of improvement were identified as a result of this inspection.

The provider was making good progress in regards to redecorating the playrooms and addressing the issues found at the last inspection. Due to the setting being open all year round, arrangements have to be made for works to be undertaken when children are not in attendance. We found the majority of works had been completed and those needing to be undertaken by outside contractors have been, or are in the process of being scheduled.

Staffing levels were found to be safe and the children were receiving a care service that promoted their holistic development.

The registered manager and the setting's responsible person worked well together and complimented each other's skills sets.

The team worked well together and appeared to have good working relationships. They were happy and enjoyed banter with each other and the children. Although the setting is quite big, the team have managed to create a homely environment.

The feedback received from the families of children attending the nursery was positive.

- 'I really can't rate the staff and establishment higher. They work fantastically well to keep the kids in a safe and comfortable environment'
- 'The outdoor space and the fun creative activities they provide is something they do well'

- 'The days are structured well and my child seems very happy to attend. The staff are always very friendly and help when necessary'
- 'I think the setting is perfect for my child'
- 'The setting provides a happy environment for my child'
- 'Provide a great nurturing and caring environment with well-structured opportunities for play and learning'
- 'The outdoor area is great and is well utilized'
- 'I am extremely happy with the care that my [child] has received while attending Park House'
- 'We feel the staff are all approachable and are more than happy to discuss anything about our [child] despite it being a busy place to be sometimes'
- 'The staff always appear positive and caring with any child in the setting, and we're always greeted with a smile'
- 'The setting is very warm and welcoming. The staff are always friendly and happy to help'
- 'Encourages a friendly and safe environment for the children to get into a learning routine'
- '100 % happy with parkhouse'
- 'I really enjoyed [name]'s book for last year lovely keepsake and very well done

There were some points raised in the received feedback that we discussed with the responsible person and registered manager.

At this inspection we found improvements had been made in response to the previous inspection.

About the service

Park House Nursery is located in the Isle of Man Business Park in Braddan and are registered to care for 48 children aged two years and above. The setting has five playrooms, children's toilets, a kitchen, dining room, an office and separate staff facilities. Children have access to a large grassed outdoor play area to the rear of the property as well as a smaller area to the side that is covered with impact absorbing surfacing.

Parents have the option to either provide their child's lunch or for them to have a hot meal prepared and cooked daily by the nursery cook.

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 14 November 2023 and unannounced inspection was undertaken on 21 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 documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 72 families who use the service. 22 responses were received.

During the inspection

We spoke with three members of staff, the nursery cook, the responsible person and the registered manager. Observations were carried out using an observational framework for inspection. This is a way of observing care to help us understand the experience of staff and children.

An inspection of all areas of the setting was undertaken and a range of documentation was reviewed. This included a number of policies, children's records, information in regards to staff training, attendance records and health and safety information. The files for five new members of staff were examined in relation to recruitment and induction.

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

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

Five members of staff 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 a four 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 regular checks were being undertaken on those that have signed up for the update service.

Improvements lessons learned

Staff confidently explained the actions they would take should they have any concerns. The information shared with us confirmed they were aware of their responsibilities to raise, record and report any concerns.

Discussions with management confirmed they were clear in their understanding of their responsibilities should a concern be raised to them and both were aware of the need to ensure all records are clear and accurate.

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 behaviour and throughout the inspection we were able to observe staff being positive role models to the children and responsible person told us ‘all adults have very similar boundaries that the children need to adhere to’.

Staff were observed giving praise and encouragement and took time to give clear, age appropriate explanations to the children when needed. We were informed that when staff see children ‘making the wrong choices’ they ‘are guided in a calm manner and shown there may be consequences to their actions’ in order to support them to make good choices.

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 staff team were caring and respectful to the children and treated them with kindness and compassion. The children were relaxed with the team and their actions showed they were comfortable in their presence. One parent told us 'I love how caring the staff are, they are always so welcoming when I drop my child off'.

There was lots of conversations taking place and staff were heard using language that was appropriate to the ages and level of understanding of the children. The responses made by staff members also demonstrated they were actively listening and interested in what the children were saying.

All parents that provided feedback told us they were happy with the care being provided at the setting. One parent told us they felt 'the standard of care provided is high, the staff are all very caring and kind towards the children' and another said 'they all care about family life and really get to know the kids'.

Maintaining children's dignity, privacy and promoting independence

The registered manager had ensured the information provided by the parents in regards to their children's preferences and needs had been shared with the staff team. This ensured the team were able to respond appropriately to each child's individual needs.

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 complete registration paperwork that asks for information about any cultural needs, languages, dietary preferences/requirements and or any medical conditions their child may have. This information has been shared with the staff team to ensure they were aware of each child’s individual needs.

Staff in each room undertake their own planning for the children. Using the information provided by the parents and their own knowledge of the children has enabled them to devise and include activities based on the children’s interests. One parent told us ‘they engage with my child really well and know all [child] interests!’

All resources available to the child had been arranged to enable them to make their own choices about what they wanted to play with and staff were observed encouraging children to negotiate with each other when the same resource was wanted by another child. The children were also encouraged to put one toy back before getting out something else and we observed many children doing this without any prompting from the staff team.

The setting is continuing to build on their resources to enable them to promote the children’s awareness of diversity, equality and inclusion. Images displayed throughout the setting were positive and inclusive and a number of cultural festivals and traditions are being included in the year’s planning. To date, activities have been undertaken in order to promote the children’s awareness of Hop Tu Naa/Halloween, Diwali and Remembrance Day. Planning information showed that, in the coming months, activities will be devised to promote their awareness of Hanukkah, Christmas and Chinese New Year.

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.

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 'new staff have fitted in well', and that the team all 'got on well together'.

To date there has not been any conflict between the team but staff were confident the team would work together to address any issues in order to resolve any disagreements. The registered manager told us she works with the team every day and this allows her the opportunity to monitor staff relationships. She 'felt confident staff would come to me if they had any issues' and explained that should she notice and upsets or disagreements, she would act straight away so as to 'nip it in the bud'.

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 responsible person.

Regular audits are being undertaken on staff performance and the environment. The responsible person also audits the accident forms in order to identify any themes. We were informed actions would be taken should anything be highlighted as a result of the audits.

The setting has not had cause to notify the Registration and Inspection team of any infectious illnesses or serious incidents since the last inspection. The responsible person was clear in her understanding of when and how to notify the regulator.

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. Staff are given information about courses facilitated by the Department of Education, Sport and Culture and management also hold in-house training sessions on a range of topics.

The team are currently planning to extend the outside play area in order to improve the children's experiences. The space they intend to use will have mud kitchens, tepees, a digging area and a place where the children can enjoy water play.

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.