

Inspection Report

2023-2024

Sunshine Nursery

Child Day Care Centre

20 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 20 November 2023. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Sunshine 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

The provider has a good working relationship with the landlords of the property. The landlords have completed maintenance on the outside of the property and play area perimeter. The manager stated that any requests for work to be undertaken are managed and completed quickly.

The staff worked together well as a team, each having an understanding of their role and responsibilities. They worked effectively together and independently.

The children were engaged in activities during the entire inspection. Outdoor play was included with children encouraged to prepare to go outdoors by getting their outdoor clothing on.

The manager is continuing to develop the service provided and listen to parents and implement ideas that have been suggested by them. This was evidenced with the introduction of a 'what we did today board', this provides information on the day's activities for parents to view.

Parental feedback included

'I think they are super friendly and just have everything very organised'

'Outside play is excellent and most of the staff are really attentive to my **** needs. I am always informed of changes in eating habits, temperament, behaviour, nappy routine, health. I feel like they really pay attention and share any findings'.

'Sammy Fin and all the staff are lovely'

'Utilises the outdoor space so so well. All staff are so caring and just provide the most highest standards of childcare we could ever ask for'.

'outdoor play, toys of toys, friendly and approachable'

About the service

Sunshine Nursery is situated in Santon in a rural location. They are registered to provide care for eighteen (18) children in total between 0 - 5 (zero to five) years of age. Of which no more than six (6) children shall be under 2 (two) years of age.

There is a dedicated baby playroom and area for nappy changing. There is also a designated outside play area for this age group.

Children aged 2 years and above have one play room with a sleep area. There is a separate toilet/ wash hand room with an area to change nappies. To the side of the building is an outside play area designated to this age group.

The setting does not offer hot meals for the children and parents were requested to provide their child with a healthy options packed lunch including snacks. There was also a small kitchen.

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 20 October 2023. An unannounced inspection was undertaken on 20 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), notifications, complaints/compliments and any safeguarding issues.

We sent out parental questionnaires.

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 checked the records of the two new staff appointed since the last inspection. They had been completed with the pre-employment checks including; medical, social services suitability and DBS (disclosure and barring service, also known as a police check). The manager stated that she interviews prospective new staff along with another member of staff.

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 (depending on how many children of this age were present) 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

Policies and procedures were in place, for example safeguarding children and accident recording. We sampled records of accidents, they included what had happened, who had witnessed the accident and signed by both the staff and the parent. The manager was aware of 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

There was 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 using language that they could understand. Staff were observed saying ‘good boy or girl’ and ‘well done’ to the children for good behaviour.

The team were patient and enabled children to learn and develop at their own pace. We heard the staff remind children to sit properly when singing in group activities and to say ‘sorry’ if they accidentally moved in the way of another child. We also observed the staff say ‘no thank you’ in a calm and positive when a child was dropping toys out of the play area.

The manager explained that the team and the children made a ‘sound box’ for the children to use when the children felt they needed to raise the voices or were frustrated. This was made from a cardboard box and a cardboard tube. The principle was that if the child needed to raise their voice they got the ‘sound box’ and shouted into it down the tube. We were told that this had worked effectively and children soon changed the behaviour and turned it around to laughter.

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 team interacting positively and treating children with kindness, respect and compassion. Prior to starting at the nursery, parents are requested to complete a record of information about their and 'all about me' record. This information provided the team with the individual needs of the child, their likes/dislikes and anything that would enable the team to ensure the child settles into nursery as effectively as possible. It also provides the parents an opportunity to inform the team of their expectations from the nursery as a parent.

We observed 'circle time' and the children being given the opportunity to rehearse their songs in preparation for the Christmas Nativity. They were asked if they wanted to sing as a group of individually, they choose to sing as a group and later individuals also sang with a staff member. The children choose the songs to sing and were encouraged to 'sing loudly' so that their mummies and daddies would hear them. The children appeared to enjoy this activity and sang along with relevant actions. Children stood next to the staff or sat on their knee for extra reassurance when singing their own song. When they finished the activity the children were told 'well done' and to give themselves a big 'clap' for doing so well.

The children under the age of 2 years were located in their own room which provided them with a safe area to play and interact with a dedicated staff team. The children appeared to be happy, the staff sat on the floor with the children and played alongside them. Children were responded to and treated appropriately and had time spent outdoors playing as well.

One parent commented 'We absolutely love the nursery and wouldn't change anything including the staff! It's the best'.

Maintaining children's dignity, privacy and promoting independence

The children had toilets and wash hand basins that were adjacent to the older children's play room. There was an area for changing children's nappies and this was undertaken to ensure that privacy and dignity was promoted.

The children were able to choose toys that they wanted to play with as they had been made easily accessible. Children were encouraged to help the staff for example; collecting the music box containing the musical instruments for the children and helping to tidy up in readiness for snack time.

We observed the children getting ready to go outside to play. The staff had placed the children's individual outdoor clothing (mainly all in one suits) on the floor in readiness. The children sat on the floor and put their legs through the legs of the trouser section. Then they stood up to place their arms in the sleeves, some children took a bit longer than others to achieve this task, but they persevered with encouragement from the staff team. The children

did not get frustrated but quite happily carried on, one child was looking out of the window and talking about it being 'autumn' and the 'leaves are falling off the trees'.
Once the suits were on the children manipulated the zips to pull them.
This task showed the children acting independently and developing skills.

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 information provided by parents prior to their child starting, at the nursery included any details of dietary, medical and cultural needs needs/preferences.

We discussed the celebration of festivals such as Christmas, Hop Tu Naa. We were told that the festivals are included in children’s activities but if parents wished their child not to partake this would be acknowledged and alternative play included. The manager told us that she has explained to some parents in the past that ‘hop tu naa’ is celebrated with singing and fun decorations. Parents were then happy for their children/children to participate.

Toys and books reflected a diverse culture and inclusiveness and included festivals such as ‘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 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.

We observed the staff work as a team and interact with each other positively. They had identified roles and responsibilities and were aware of what each other was doing. The team were supportive of each other and comments in their personal supervisions from the manager reflected their good work practice.

The manager stated that she had not had to 'manage' any conflict within the team as this had not occurred. She was however able to describe how she would manage any such situation and who she could seek further advice from if needed.

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

The registered manager was aware of her responsibilities for both managing the service and the staff team also her obligations as a 'registered provider'. The manager knows that she must 'notify' the 'registration and inspection team' of serious incidents, including safeguarding concerns, infectious illness and serious injuries.

We were told that the nursery have 4 staff team meetings a year, we sampled the minutes and there was evidence that the manager had discussed the Inspection Report from the previous year with the team and thanked them the team for their work and support.

Continuous learning, improvement, innovation and ensuring sustainability.

Through discussion we established that the manager has an 'induction process' in place for new staff; however there was insufficient written evidence to support this. We discussed how and what details could be included in the process.

Individual staff one to one supervision took place with the manager. The aim is for a minimum of 4 a year. These were sampled and included the manager's feedback on the individual performance.

Staff training included, safeguarding children, first aid and fire safety.

The manager's annual report includes an area for Improvement Plans, this highlights areas that the service can introduce and develop.

Action we require the provider to take

Key areas for improvement

- Introduce a written Induction Plan for new staff

This improvement is required in line with Regulation 16 of the Care Services Regulations 2013 – Staffing

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.