

Inspection Report

2023-2024

SANDCASTLES AT CRONK Y BERRY PRESCHOOL

Child Day Care Centre

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

Service and service type

Sandcastles at Cronk Y Berry Pre-school 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

There was 1 outstanding requirement from the previous inspection. This has been brought forward to this inspection and report.

There was a small team of staff that have worked together for a number of years and have developed a good open working relationship with each other. The team were supportive of each other which was evident and visible.

There was a daily routine that included talking to the children about what was planned for the day. Activities included both indoor/ outdoor and outings.

Parental feedback established that they were happy with the level of care provided by the team and were confident to speak to the staff if they had any concerns.

Parental feedback comments

'Very happy with all the care and attention that is given to my child'

'Every day when I go into nursery I get a low down on what they have been up to throughout the day and what they have learnt'

'Very informative handovers and online'

'Yes they are very informative and we would both raise concerns to each other if we had them'.

About the service

The registered person must not look after more than twenty (20) children at any one time between the age of 3 - 4 (three to four) years of age.

The setting is located at Cronk Y Berry Primary School in Governors Hill, Douglas. The provider has a contract/lease agreement with the Department of Education, Sport and Culture.

The provision consists of a play room and toilets and access to an enclosed outside play area. The service provides care during usual school term times and hours.

Registered manager status

The service has 2 registered managers. 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 27 November 2023. An unannounced inspection was undertaken on 30 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.

Parental feedback emails were sent to parents of children attending 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

There were 3 dedicated staff that worked at the setting. They have been a consistent team for a number of years. There had not been any additional new staff to the preschool and therefore there we did not have any new pre-employment records to check.

There are 2 registered managers, one of which (Kylie) was working on the day of the inspection. The managers work part time and have a 'catch up' every Wednesday. There was always a minimum of 2 staff working at any one time and the number of children at the setting did not exceed the maximum number of children (16) for the staff: child ratios.

Kylie told us that she would be involved in the recruitment and interview process along with the 'Responsible Person' (Shirley Hinds) should the need arise for additional staff.

Improvements lessons learned

We were informed there had not been any safeguarding concerns, there was a 'referral form' to complete and a 'concerns record' should the need arise.

All 3 staff had completed their safeguard children training which was valid and up to date.

Accident records were available which included details of the accident and signed by a staff member and a parent to acknowledge that they had been informed.

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 Behaviour Policy in place for the team to follow and we discussed with the manager appropriate strategies used for managing children’s behaviour. We observed the team interacting with the children on the day of the inspection. The children were responsive to the requests of the staff for example, getting ready to go to play. The children went from ‘circle time’ to collect their coats with one child reminding another (politely) ‘walk, don’t run’. The children collected their coats and were eager to go outside and play.

Children had a good understating of right and wrong and were reminded (from time to time) by the team to share and be careful. The team were proactive and were heard to say ‘no thank you, we don’t say that’ when children were heard to say something not caring.

There was a ‘behaviour chart’ on the playroom wall that had each of the children’s photo’s starting on the ‘green’ chart. Children moved up to the ‘star’ chart if they did something extra good or would move down to the ‘when children need a little extra reminder’. The manager explained that children were given opportunities to move back up to the green chart.

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 interacting positively with each other and the children. The team spoke kindly and caring and payed attention to each of the children.

'Circle time' provided an opportunity for the team to sit with the children and 'welcome' them to preschool. The team would talk about what they were going to do today including the arts and crafts such as completing their individual pieces for displays.

The team had been using an 'app' called 'Tapestry' which enabled them to record children's individual observations and link these to their development goals. We were told that the provider is moving from this source to use a system 'family' app. As the transition had not been completed, the provider was unable to evidence the children's progress records. Parental feedback confirmed that they receive daily feedback and information form the staff regarding their child's activities and progress.

Maintaining children's dignity, privacy and promoting independence

The toilets and wash hand facilities were located in a room adjacent to the playroom. Children were supervised and ensured that they washed their hands.

The children's drink bottles were easily accessible so they could access them by themselves as and when they wanted a drink.

Children were encouraged to put on their own coats, hats and gloves. The staff helped with fastening the zips and ensuring each child had their items of clothing.

Children were provided with a wide variety of toys and activities and were given the ability to choose what they wanted to play with.

Action we require the provider to take

Key areas for improvement

- The team must have a system for recording children's personal development and observations.

This improvement is required in line with Regulation 13 of the Care Services Regulations 2013 – Service recipients plan.

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 further information that may be helpful for the team to know about the children, including their likes, dislikes, favourite toys, activities.

The team promote diversity, equality and inclusion by ensuring they have toys and books to celebrate different cultures and beliefs.

We discussed celebrating festivals such as Christmas, Chinese New Year and Diwali. The team told us that they would involve parents by asking them about different cultures and gather as much information as to how best to celebrate them.

We were shown a display on the wall that the children and staff were doing together. The theme was ‘around the world’, this included their hand prints in different colours (children chose their own colour) to show that we are all different.

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 improvements in this area.

This service was found not always 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.

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 also seek advice from the responsible person for the service.

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'. We were told that the 2 registered managers work part-time but ensure that they have a 'crossover' time on a Wednesday of each week to provide information to each other.

The manager knows that she must 'notify' the 'registration and inspection team' of serious incidents, including safeguarding concerns, infectious illness and serious injuries. We also discussed the responsibility to complete any 'requirements' issued as the result of an inspection. There was an outstanding requirement from the previous inspection that had identified that the framework of the table and chairs needed to be repainted. This has now been brought forward to this inspection and must be completed.

We discussed information requested to be provided prior to the inspection, this included details of the 'fire safety' system for the building and the boiler service date. The managers could evidence that they had tried to gather this information, but the up to date information had not been provided by the landlords. The managers were still trying to gather this information to provide to the inspection team.

We were told that as the nursery team was small (3 people) they meet weekly and discuss planning of activities, themes and children's development.

Continuous learning, improvement, innovation and ensuring sustainability.

The managers had undertaken 'one to one' supervision with the staff team on a quarterly basis. We discussed the content and the manager identified areas that could be developed further with some minor changes. The managers had received 1 personal supervision a year from the responsible person, this needs to increase to ensure the managers are developing and meeting personal goals and provided with feedback.

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

We discussed an area of change since the last inspection that included more 'outings' with the children. One parent stated 'the staff are amazing & take them out almost every day which is brilliant, my **** could not be happier'. This may include using the company vehicle for which the insurance details had been provided. The manager could not evidence that the driving licences of the team driving the vehicle had been checked. Although she did state that this record would be kept by the responsible person for the company.

The manager explained that parents are provided with a 'survey' to complete to identify any areas of improvement that they could implement. Also to ensure that they are meeting the needs of the children. We were informed that the team have an 'open day' for parents to meet with the team and discuss the child's individual development. The next one was due for December 2023.

Action we require the provider to take

Key areas for improvement

- The framework of the tables and chairs must be painted (brought forward from the previous inspection).
This improvement is required in line with Regulation 20 of the Care Services Regulations 2013 – Fitness of premises for service recipients
- The responsible person must complete more than 1 supervision with each of the managers a year.
This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records
- All staff that drive the company vehicle to transport the children must be checked and a written record kept.
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.