

# Inspection Report

## 2023-2024

## Little Rascals Nursery

Child Day Care Centre

13 December 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 13 December 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Little Rascals 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**

Staffing levels were safe and exceeded the minimum staffing ratio requirement. The team worked well together and appeared to have good working relationships. They were happy and enjoyed banter with each other and the children which helped create a welcoming atmosphere.

The staff team had established good relationships with the children and their families and a number of parents said they found the staff to be approachable and friendly. The children were receiving a caring service that encouraged their independence, confidence and learning.

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

- '[Name] has come on leaps and bounds since attending this nursery'
- 'I have never found a fault with the nursery or any of their members of staff and I would like to say that I as an overprotective parent can be very critical'
- 'Activities are varied and engaging and most importantly [name] enjoys \*\*\*self when [child]'s there'
- 'They make everyday fun with loads of play that's also educational. Our [child] has come on so much since [child] has been attending Little Rascals'
- 'We love little rascals and we are so happy we chose this nursery'
- 'We are very happy with little rascals and I wouldn't want to send my [child] anywhere else, [child] has come on so much since being there and I feel very comfortable knowing [child] is in safe hands each day'
- '[Child] is kept active and engaged each day'

### **About the service**

Little Rascals Nursery is located in Castletown and, as of November 2022 are registered to care for 56 children aged two years and above. The setting operates over two floors and used to be a soft play centre and there is still some large, built-in soft play/climbing equipment in situ. There was a kitchen on the first floor and staff facilities on the ground floor. Both floors have open plan playrooms, children's toilets and nappy changing facilities.

### **Registered manager status**

The service has three 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 6 December 2023 and an unannounced inspection was undertaken on 13 December 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 10 families who use the service. Four responses were received.

### **During the inspection**

We spoke with three members 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.

An inspection of the premises was undertaken and a range of documentation was reviewed. This included policies, attendance registers, supervision records, children's records and documentation in relation to health and safety. The files for two 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 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 and/or exceeded on other days.

Two 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 an eight 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 annual checks were being undertaken on those that have signed up for the update service.

Examination of the staff training matrix confirmed all mandatory training was up to date and a variety of other training has been attended.

**Improvements lessons learned**

The registered manager informed us staff are made aware of their responsibility to raise and report any concerns they have and record safety incidents as it is 'something very much discussed during the induction with all staff members'.

Staff confirmed they had been made aware and explained this is reiterated in the setting's policies. They also told us the registered managers are always available to talk to and they also have the opportunity to discuss any concerns they have during supervisions and team meetings.

## 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. The registered manager told us ‘we lead by example’ and throughout the inspection we were able to observe staff being positive role models and implementing the procedures set out in the policy.

Staff were vigilant and proactive in regards to defusing any possible situations before they escalated. They were quick to step in and distract the children, sometimes encouraging them to become involved in a different activity. They gave lots of praise and encouragement and took time to give clear, age appropriate explanations to the children when needed.

To help children understand their emotions and explain how they feel, staff have devised a ‘Mood Monster Wall’. The display had a number of pictures that reflected different feelings for the children to use.

## 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**

When we arrived at the setting, everyone was excitedly participating in an activity. Staff and children were laughing, chattering and moving around the playroom looking under objects, inside resources and behind large pieces of furniture. We were informed the children were 'busy hunting for candy canes' and had managed to find all but one.

When the candy cane hunt was finished, some children went to the downstairs area to play and the rest stayed upstairs. The staff were appropriately deployed to ensure children were given individual care and attention as they participated in their chosen activities. 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.

Parents told us they were happy with the care being provided with one telling us they thought 'the best thing about little rascals is the care they provide, I think it's important to be able to trust the people you give your whole world too. To know that they will love and support and care for your child to the best of their professional ability'.

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

The registered manager told us they give children 'the freedom to choose and learn'. Staff ask the children each day what they would like to play with and the resources are set out to enable the children to be able to select and become involved with their own activities.

Information provided by the parents is shared with the staff team so they are aware of each child's individual ways, preferences, interests and needs. Staff use this information in their planning and we observed them differentiating activities and their expectations in order to encourage and promote the children's learning and development.

## 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 requires any improvement in this area.

This service was found to be responsive.

#### **Delivering personalised care**

Prior to children starting at the setting, parents are asked to provide information about their child. This helps the team to be aware of each child’s needs as they get to know them. This information has enabled the staff team to value the uniqueness of each child and have high expectations of what can be achieved.

Staff undertake their own planning for the children. As well as using the information provided by the parents and their own knowledge of the children. They also ask the children what activities they would like to include in the planning. This has enabled them to devise and include activities based on the children’s interests.

When asked how well they felt the staff team knew their child, all parents who responded told us the staff team knew their child well and one told us ‘I feel that each of the members have taken the time to get to know [name] extremely well. Each has a different aspect of \*\*\* care taken care of’.

There were minimal resources available that reflected diversity, inclusion and equality. We were informed that a lot of the play resources have been donated by parents. Although we understand this kindness is helpful, children need to be able to play with resources, look at pictures in a book or see images displayed that they can relate to in order to develop a sense of belonging as well as developing an awareness of others.

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

Key areas for improvement

- Action is needed to ensure all persons at the setting feel valued and the children’s awareness of diversity, equality and inclusion is promoted. [This improvement is required in line with Regulation 13 of the Care Services Regulations 2013 – Service recipients plan.](#)

### 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 observed a team that worked well together, shared tasks fairly, were supportive of each other and seemed to like working together. One member of staff told us she 'enjoyed working at the nursery and wouldn't want to work anywhere else' because she was part of 'a really good team' who 'supported each other'. They were positive about working at the setting and told us they found the management team to be approachable and felt '100% supported by the managers' and that 'they really care about the team and always check on us'.

To date there has not been any conflict between the team but staff were confident people 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.

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

The registered manager on duty at the time of our visit is also the setting's responsible person. They demonstrated a clear understanding the responsibilities and regulatory requirements of both roles.

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

The setting has had cause to notify the Registration and Inspection team in regards to infectious illnesses since the last inspection. This was reported appropriately and within the required timescales and appropriate steps were taken to minimise the risk to children, staff and families.

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

We were given a copy of the setting's training matrix which showed that, as well as completing all mandatory training, staff had attended additional training to ensure the children's medical needs could be met as well as other training that enabled the team to continuously develop their professional knowledge and skills.



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.