

Inspection Report

2023-2024

Shelleig Kindergarten

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

Shelleig Kindergarten 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

This report is based upon outcomes related to the 'baby wing', as the upstairs area was not being used at the time of the inspection. The manager discussions were held with the manager of the baby unit.

Three out of the four requirements from the previous inspection had been completed, with the outstanding one discussed within the body of this report.

The team worked well together and had identified roles, this needs to be reflected with more evidence in their team meetings and personal supervisions.

The children appeared to be happy and comfortable with the staff. The interaction was positive, the children were smiling and laughing and appeared content.

Parental feedback has provided positive comments on their experience as a parent and that of their child attending the Kindergarten. Comments have included good interaction with the staff and their child's enjoyment of attending the setting.

Parental feedback included

'Most of **** time has been in baby wing, we thought his carers there were excellent. A few things they done well:

- Encouraged playing outside
- Putting on a variety of different activities for the kids.
- Regularly discussing any problems our son has had with other children
- Making big brother feel welcome at pick up time'

'They were great when she was settling into nursery and made me feel at ease leaving her'

'Making the children feel settled and safe. My **** is happy there and is clearly stimulated in a very balanced way. He never comes home exhausted. My husband and I are very happy with this baby wing'

'They have always given me 100% confidence that my baby is looked after and loved. He is a happy boy, he has never cried at morning drop off and he never looks back'

'The entire team are all lovely. I do not have anything bad to point out. They are very friendly and easy to talk to. Whenever I have any concerns, they do make sure they listen to me and provides me updates as and when required'

'For me, having an approachable team and knowing they treat my child well and knowing he's getting looked after gives us the confidence to leave him there with no worries.

'I think that the nursery offers a 'home from home' setting which our daughter has really enjoyed, the staff are so friendly and generally just lovely with all the babies. I also really like the activities that they do, they take them out and do things with them that most parents (myself included) simply don't have time or the energy to do at home. For example, I came to pick our daughter up one day and she'd been doing some box painting of a pumpkin cut out... In all honesty I wouldn't do that at home for the fear of the mess it would create and the effort involved!'

'Miss Anna in the baby wing was such a steady and calm person to hand our babies to- I felt confident in the care she gave, the baby wing was just perfect. We like their approach to learning the children's way with exciting games, guided and free play - encouragement to play outside as much as possible, and all the wonderful trips – the staff clearly care a great deal and we see continuity in staff retention. It feels like a happy place, they make so much effort on decorations and making the environment challenging, interesting and welcoming. We love the garden and the extra activities like Zumba. Our children have taken well to the structure offered, they feel happy and secure there. Its lovely when our boys try to mimic beehive at home and have us singing "thank you for the food we eat" before dinner – its clear that the beehive is a positive influence that our children feel happy about'.

About the service

The registered person must not look after more than twenty four (24) children on the first floor of the premises and the children looked after are to be aged two years and above; and twenty two (22) children on the ground floor of the premises and the children looked after are to be under the age of two years.

The premises is located in Onchan and owned by the provider. Children aged 2 years and above were based on the first floor and children under the age of 2 years were on the ground floor. Each age group had dedicated play rooms and there were sufficient toilets and sleep rooms/ areas. There was a play area for the children under 2 years to the side of the play room and easily accessible. Children were able to benefit from the play area behind the Beehive Kindergarten located in the same area.

Registered manager status

The service has two 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. One manager oversees the running of the baby wing on the ground floor. Whilst a separate manager oversees the 2-4 year olds upstairs.

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 23 October 2023. 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), notifications, complaints/compliments and any safeguarding issues. Parental questionnaires were sent to email addresses provided by the setting.

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 require an improvement in this area.

This service was found to be safe.

Staffing ratios and recruitment

We checked the records of five 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). Out of area checks had been completed for anyone having lived on the Island for less than five years. Along with any requirement for work permits.

The manager explained the process for recruiting new staff. She stated that the Directors of 'Beeline Nurseries Ltd' interviews prospective new staff along with the admin support team. Any potential new staff are then requested to complete a 'stay and play' session at the setting where the manager and potential new staff has an opportunity to meet each other.

Records showed that the 'induction' for new staff had commenced prior to the outcome of the DBS being received by the provider. We were told that the new staff work alongside existing staff and work supervised at all times

Attendance records showed that staff/child ratios were being maintained. The staffing ratio for children under the age of two years old on the ground floor level is one staff to every three children. 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 sampled, for example safeguarding children, accident, staff disciplinary and complaints. 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.

Any complaints had been addressed and appropriate action taken, including changes to policies and recording systems.

Action we require the provider to take

Key areas for improvement:

- All pre-employment checks must be completed prior to staff commencing employment.

This improvement is required in line with Regulation 6 of the Care Services Regulations 2103 - Safeguarding

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

The company (Beeline Nurseries Limited) have reviewed their policies, including the Behaviour Management Policy. This reflects procedures for the staff to follow and risk assessments, individual behavioural management plans and recording system if needed.

We were unable to observe children over the age of 2 years as the upstairs was not being used on the day of the inspection.

The children present during the inspection were all under the age of 2 years and were supervised at all times. The staff interacted with the children in a positive and effective manner suitable to the age and stage of development and understanding of the individual.

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 team interact with the babies in an appropriate and caring manner, they spoke kindly and cuddled and reassured babies when needed. Staff used appropriate language suitable for the age group they were with.

The babies appeared to be happy with lots of smiles and laughing. The team developed an environment that enabled the babies to move around the play rooms easily. Toys and equipment helped to promote their learning and develop their skills.

The team use the 'family app' to record information and observations about the individual babies. This information is accessible to the parents of their own baby/child. We were shown how information was recorded and shared with the parents to inform them of the babies' daily nappy changes, sleep routine, food/drink intake and daily activity. Accidents and the administration of any medication could also be recorded and shared with parents on this system. Several parents had confirmed that they received feedback from the staff when they collect their baby/child and also via the family app.

One parent said 'The Beehive use the 'Family' app to do daily updates on my daughter generally i.e. each nappy change is notified, her food intake, her naps etc.

But, the nursery also send pictures of her development to show exactly what she is doing and how that plays into her development as a whole'.

Maintaining children's dignity, privacy and promoting independence

Babies' records were completed by the parents and identified the individual needs of the child and their personal routine. We observed that children's own sleep routine was being maintained. One of the babies was asleep in one of the cots when the inspector arrived. The staff told us that each baby had their own cot and this was recorded on a record on the sleep room door. We were told that each child had their own bedding which was washed regularly.

There were facilities for changing babies' nappies that ensured privacy and dignity were maintained. Children over the age of 2 years had their own toilets and wash hand basins upstairs.

Babies sat in appropriate low level chairs suitable for their age and stage of development for their lunch. The team encouraged babies to either hold their own drink bottles, hold spoons or 'finger feed', to develop some independence.

Toys were easily available and accessible for the children to play with. Babies could pick toys and play freely in both of the baby activity rooms.

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 registration form prior to their child starting, at the Kindergarten. This provides details of their child’s individual needs and preferences including, dietary, medical and cultural. We checked seven records and they all contained the relevant information required.

The manager explained that they would discuss any preferences with parents to ensure they could meet the needs. We discussed celebrating festivals such as Christmas; the manager explained that she has experience of parents that have preferred their child not to celebrate this festival. Discussions were held with parents and appropriate alternative activities for the child were ensured. This included celebrating Winter and including winter themes topics.

Toys and books reflected a diverse culture and inclusiveness.

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.

The team interacted positively with each other and the manager. They had identified roles and responsibilities and were aware of what each other was doing.

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.

We discussed with the registered manager 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. She was also aware that it is her responsibility to support the team through managing and meeting with individuals to provide support and guidance.

We were told that the nursery have two staff team meetings a year, we sampled the minutes and these included a written account of the outcomes of the meeting. We discussed the need to have more team meetings and the benefits of gathering the team together to discuss topics and actions.

Continuous learning, improvement, innovation and ensuring sustainability.

There was an 'induction process' in place for new staff that included details that had been discussed and clearly dated when completed. As some of this was not actioned by the manager there needed to be details of the manager meeting with the individual to discuss their progress through the process.

Individual staff 'one to one' supervision took place with the manager. Records were sampled and included the manager's feedback on the individual performance. The manager stated that she has completed supervision with each individual twice a year. We discussed the need for more regular sessions as this provides an opportunity for the individual to discuss and reflect on their individual goals and performance. This was made a requirement at the previous inspection.

Staff training included, safeguarding children, first aid and fire safety. The provider had evidenced that some of the new staff had not completed the safeguarding 'face to face'

training but had completed 'online' training as an interim measure. Evidence showed that the relevant courses had been requested but availability was not ready until early 2024. Those that had not completed their first aid training had dates booked for courses in January 2024.

The annual report includes an area for Improvement Plans.

Action we require the provider to take

Key areas for improvement

- The Induction process for new staff needs to include the feedback from the manager of the service.
- Team meetings more than twice a year.
- One to one supervisions with staff more than twice a year.

These improvements are 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.