

Inspection Report

2023-2024

Parklands Private Nursery

Child Day Care Centre

3 January 2024

**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 3 January 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Parklands Private 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

There were no areas of improvement identified as a result of this inspection.

Staffing levels were safe and were in keeping with the minimum staffing ratio requirement. The team worked well together and were positive about working at the setting.

The environment was clean and had been re-decorated. The atmosphere was calm, relaxed and homely and the children seemed to be very much at home in the nursery.

The staff team had established good relationships with the children and their families. The children were receiving a caring service that encouraged their independence, confidence and learning.

Parents gave the following comments in the received feedback:

- 'I am very happy with the care being provided'
- 'The location and space is perfect'
- 'I think the nursery does well regarding a calm safe environment where the children feel safe'
- 'The nursery have supported [name] in finding *** own passions i.e. colouring and painting and use this as a medium to introduce [name] to numbers, colours & shapes'
- 'The team have provided outstanding care and support to not only [name] but us as a family'
- 'Nice staff, lovely environment and not too crowded like some other nurseries'
- 'They are incredibly caring and have made my [child] feel welcome'
- 'My [child]'s development has come on so well since starting and is always happy to go'
- 'I feel the size of the nursery and the level of care is fantastic'

- 'They are a caring group of nursery nurses, they encourage the children to explore and take positive risks when it comes to play which is outstanding'
- 'The level of cleanliness within the nursery is brilliant and they are not afraid of the children making a mess'
- 'They are all so lovely and caring and know my [child]'s quirks and routine very well'
- 'The variety of food choices is testament to the fantastic cook that they have present in the nursery I only wish [name] would eat all the foods [child] eats at nursery at home'

At this inspection we found improvements had been made in response to the previous inspection. There were some constructive points raised through the feedback received from families that were discussed with the acting manager, who stated she will take the required actions in order to improve each family's experience at nursery.

About the service

Parklands Private Nursery is situated in Mooragh Park, Ramsey. They are registered to care for 58 children aged 2 years and above.

There are two large playrooms, a sleep/quiet activity room, dining area, kitchen, toilets, an office and a secure, well-equipped outdoor play area. One of the playrooms, 'Tiddlers' accommodates children aged 2-3 years of age and the other is designated for use by pre-school children. Both rooms have use of a large veranda that runs the length of the building that was equipped with a variety of activities for the children. The setting provides hot meals for the children that are cooked fresh on-site every day.

Registered manager status

The service does not currently have a registered manager. The setting's named deputy is currently acting manager and will be submitting an application to become the registered manager. Until the registration process is complete, only the provider is 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 21 December 2023 and an unannounced inspection was undertaken on 3 January 2024.

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 43 families who use the service. Ten responses were received.

During the inspection

A range of records were reviewed including seven children's individual care records, attendance records, policies and completed accident forms. The files for three new members of staff were examined in relation to recruitment, induction and supervision as well as a variety of documents relating to the management of the service.

An inspection of all rooms and areas was undertaken and two members of staff and the acting manager were spoken with. Observations were carried out using an observational framework for inspection to help us understand the experience of staff and children.

After inspection

Feedback was received from one parent.

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 three members of staff who had commenced their employment at the setting since the last inspection. Examination of their files showed that the provider had carried out all pre-employment checks prior to their respective start dates in order to ensure each was suitable to work with children.

New staff are given an in-depth induction that includes information in regards to the setting's disciplinary procedure, when they commence their employment. The programme is carried out over a three month period and we were informed new staff are given a supervision meeting every month throughout their induction. During this time, arrangements are made for new staff to attend mandatory training.

Evidence was available to show that all staff held a current Disclosure and Barring Service (DBS) check and that monthly 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 the acting manager confirmed they were clear in their understanding of their responsibilities should a concern be raised and of the need to ensure all records are clear and accurate.

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 follows the Curiosity Approach, a teaching method that aims to encourage children to think for themselves, make their own choices and direct their own learning. They are also supported and encouraged to self-regulate their behaviour by using kind words and kinds hands. There was a detailed, up to date Positive Relationship policy in place that supported this approach.

In keeping with the Curiosity Approach, natural resources were available for children to use and all rooms were decorated with neutral tones. This helped create a peaceful, relaxed atmosphere which appeared to have a calming, positive effect on the children and their behaviour.

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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

The staff team were observed to be 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.

There were 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 and found the team to be caring and supportive. One parent felt the staff were 'incredibly caring and have made my [child] feel welcome' and another said 'I am very happy, last Friday [child] didn't want me to pick *** up'.

Maintaining children's dignity, privacy and promoting independence

The acting manager had ensured information provided by the parents in regards to their children's preferences and needs had been shared with the staff team. This made sure 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. One parent told us ‘the care they provide the children based on their individuality is fantastic and nothing is too much for any of the team’ and another stated ‘the team have been outstanding, they understand [Name]’s likes and dislikes and it is clear to see that [Name] has a great bond with the staff within the nursery’.

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 that promote the children’s awareness of diversity, equality and inclusion.

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 our 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 acting manager told us 'the team is very good at communicating with each other' and that she was 'very confident that if an issue was raised, they would speak to that person and the issue could be solved.' The acting manager also explained 'all staff know they can come and speak to me at any time and the issue would be resolved right away'. The acting manager works with the team every day and this allows her the opportunity to continuously 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 acting manager has made an appointment with the Registration and Inspection team in order to submit her registered manager application. Throughout this inspection, we were assured she had a good understanding of the responsibilities of the role she is applying for. We were informed she has been supported in her new role by the directors of the company and the registered managers of other nurseries owned by the company.

Completed accident forms have been audited in order to identify any themes and it is the acting manager's intention to increase the frequency this is undertaken to ensure appropriate actions can be taken if necessary.

Regular audits are being carried out on the environment and resources and it is the acting manager's intention to commence regular performance reviews on the staff team.

Continuous learning, improvement, innovation and ensuring sustainability.

The nursery has access to a range of training resources that enable and support staff to develop and extend their knowledge. The management team told us that should staff ask for specific training, the management team would source the training.

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 the company's responsible person also holds in-house training sessions on a range of topics.

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.