

Inspection Report

2023-2024

Hopes and Dreams Childcare Centre at Tennis Road

Child Day Care Centre

9 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 9 January 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Hopes and Dreams Childcare Centre at Tennis Road 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

No areas of improvement were identified as a result of this inspection.

The setting was decorated in neutral tones and furnished with soft furnishings that helped to create a peaceful, calm atmosphere. Play was child-led and there was a large range of natural materials for the children to play with.

Staffing levels were found to be safe and the children were receiving a care service that promoted their holistic development. The care and attention shown by staff when preparing the children's lunches was lovely to watch and demonstrated the respect the team have for the children.

The team worked well together and appeared to have good working relationships. They were happy and enjoyed banter with each other and the children and this helped to create a welcoming, homely environment

The following feedback was received from families of the children attending the nursery:

- 'Communication is very good, staff very polite and helpful. My [child] love trips which they have from time to time'
- 'Child led activities, creative play, establishing routines, getting out and about'
- 'The staff are brilliant'
- 'The setting is brilliant for taking the children out on trips and updating the app regularly with pictures and information. Considering how affordable the setting is you get amazing value for your money'

- 'They let the children learn through play'
- 'It's great for what we need it for'
- 'They are all very lovely and caring individuals'

There were some points raised in the received feedback that we discussed with the registered manager.

At this inspection we found improvements had been made in response to the previous inspection.

About the service

The nursery operates from a one level premises situated in a residential area of Douglas. They are registered to care for 16 children aged two years and above between the hours of 9am – 3pm Monday to Friday and 40 children aged two years and above between 3pm – 3.30pm Monday to Friday. As well as operating the nursery, the setting also provides out of school care for school aged children.

The setting has a large open-plan playroom, children’s toilets, a kitchen, an office and staff facilities. Parents provide a packed lunch for their own child and well as their own supply of items to meet their child intimate care needs.

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 28 December 2023. An unannounced inspection was undertaken on 9 January 2024.

What we did before the inspection

We reviewed information 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, parental feedback, notifications, complaints/compliments and any safeguarding issues.

Feedback was requested via email from 35 families who use the service. Seven responses were received.

During the inspection

We spoke with two members of staff and the registered manager. Observations were carried out using an observational framework for inspection. This is a way of observing care to help us understand the experience of staff and children.

We reviewed a range of documentation including children’s care records, policies and health and safety information. The files for two new members of staff were examined in relation to recruitment and induction and an inspection of all rooms and communal areas was undertaken.

C1 Is the service safe?

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 two members of staff who 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 a three month 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.

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 on other days.

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 registered 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.

We observed staff getting ready for lunch. They took their time and paid attention to detail as food was taken carefully from lunchboxes and arranged the children's sandwiches invitingly on china plates. They spooned pasta and rice dishes onto plates and any accompaniments provided by the parents were placed on or by the plates. As a finishing touch, a vase of flowers was placed in the centre of each table.

Maintaining children's dignity, privacy and promoting independence

The registered 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.

When asked how well they felt the staff team knew their child, all parents who responded told us the staff team knew their child ‘very well’. One parent told us they felt this was ‘due to filling out the admission Inquiry form and talking with the manager about *** living habits and daily activities information before my [child] going to nursery’ and another said that although their child had not been attending long ‘the staff seem very knowledgeable about my child’s needs and interests’.

All resources available to the children had been arranged to enable them to make their own choices about what they wanted to play with. 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 enable them to promote the children’s awareness of diversity, equality and inclusion. A number of cultural celebrations and traditions are being celebrated throughout the year and the resources available ensure all children feel valued and enable them to develop a sense of belonging.

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 saw a team that worked well together, shared tasks and were supportive of each other. Staff spoken to, told us 'the team get on well' and 'everyone pulls their weight'. They also explained they found the registered manager to be 'proactive' and 'approachable.'

Staff told us they were not aware of any disagreements amongst the team but were confident the team would work together to resolve any issues should they arise. The registered manager works with the team every day and this allows her the opportunity to continuously monitor staff relationships and she outlined the procedure she would follow should a conflict arise that couldn't be resolved amongst the team.

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

The nursery's registered manager demonstrated a clear understanding of the responsibilities of her role and is being supported by the setting's responsible person.

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

The setting has not had cause to notify the Registration and Inspection team or any other regulatory bodies since their last inspection. The registered manager explained what steps she would take if required.

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, an on-line training company 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.