

Inspection Report

2023-2024

Mooinjer Veggey St Johns

Child Day Care Centre

31 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 31 January 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Mooijer Veggey St Johns 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.

Staffing levels were safe and exceeded the required adult to child ratios. Staff were positive about working at the setting and said they felt supported by the registered manager. Parents said they found the staff to be approachable, supportive and friendly. When speaking with the registered manager and staff team, we found them to be passionate and enthusiastic about what they do.

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 happy, settled and very much at home and the setting and were receiving a caring service that encouraged their independence, confidence and learning.

The Manx language is used in everyday conversations and the children were fluent in speaking and understanding the language.

The feedback received from the families using the setting was positive. In response to being asked what they thought the setting does well, the following comments were provided.

- 'I think the setting creates a welcoming, nurturing environment, and I love how the curriculum follows the Manx Calendar too'
- 'The nursery staff talk to us after every session and cover anything relevant about our children's care and progress that we need to know'

- 'The variety of activities both indoor and out for the children is also a positive as it's great to know they're getting a range of stimulus while there'
- 'I also think the nursery does well to introduce local customs and celebrations into the activities undertaken, and obviously I like the fact that the children are exposed to the Manx language whilst there too'
- 'I have 100% confidence in the team's ability to look after my [child] to a high standard, and also provide the right level of emotional support that they also need at this age'
- 'I think it's a really lovely close knit nursery and the staff take their time to get to know the kids well and interact with each of them. I'm very happy and have no worries or concerns about my [child] attending Mooinjer veggey'
- 'Approachable staff'
- 'I like that they go over to their garden and get lots of crafty and outdoor time. Also give assurance during the day if child has gone in unhappy'

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

About the service

Moonjjer Veggey St Johns operates from a classroom situated in St Johns primary school and actively promotes the Manx language and culture. They are registered to care for 16 children aged 2 to 5 years. The setting has one large playroom which contains an alcove used by the children, children's toilets, staff facilities and outdoor play facilities. Parents provide a packed lunch for their child and the setting provides snacks for the children.

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 31 October 2023. An unannounced inspection was undertaken on 31 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), supporting documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 12 families who use the service. Five responses were received.

During the inspection

We spoke with all 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.

An inspection of all rooms and the outdoor play area was undertaken and a range of documentation was reviewed. This included policies, children's records, information in regards to staff development and supervision, activity planning and health and safety information. 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 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 on other days.

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 required pre-employment checks to ensure each was suitable to work with children prior to their respective start dates.

New staff are given a four 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 termly on-line 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

Staff spoken to confirmed they were aware of their responsibility to raise and report any concerns they have and the need to record safety incidents. This is reiterated in the setting's policies and staff have the opportunity to discuss any concerns they have during supervisions and team meetings.

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. Throughout the inspection we were able to observe staff being positive role models to the children and being consistent in their approach. They gave the children praise and encouragement and the relationship between them was relaxed and respectful.

The children were well behaved during our time in the setting and the registered manager explained staff always ‘lead with positive reinforcement when addressing difficult behaviour and seek to make sure children are communicated to with respect and understand why certain behaviour may be wrong.’

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, the children and staff team were all outside playing in the enclosed play area. The registered manager explained she had decided to make a change to the children's usual routine and let them run around before starting the day. Later, during circle time she asked the children if they enjoyed playing outside before coming into the nursery. The children all said they did and the registered manager told them that because they enjoyed, she would make sure they could do it again.

During circle time, the children were individually welcomed in Manx and asked how they were. The children responded in Manx and we noticed that when one child was speaking, the other children were quiet and listened to what was being said. The staff team had been made aware of a task one child had achieved before coming to nursery and shared the happy news with the other children. Everyone clapped and praised the child, who stood up looking very proud.

Staff were appropriately deployed to ensure children were given individual care and attention as they participated in their chosen activities. 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. One parent told us 'I'm very happy with the care provided, I feel there is a good ratio of staff to children, and it's clear that all the staff genuinely enjoy their role in supporting our little one's development whilst at nursery'.

Maintaining children's dignity, privacy and promoting independence

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.

As circle time was ending, the registered manager was heard explaining what activities the staff had set out for the children that morning. She told them that if they didn't want to play with what was out, they could choose other toys if they preferred.

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

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 individual needs and has ensured they have implemented systems to make sure all children are being appropriately supported and that their needs are being met. ‘The fact that all staff take the time and effort to know the children is a benefit (rather than the children purely having one nominated carer - I have no doubt that has helped my [child] settle in quickly by feeling comfortable with the adults *** are being looked after’.

When asked how well they felt the staff team knew their child, parents told us the staff team knew their child well and one told us ‘Very, very well. They have built up a strong relationship which wouldn’t happen if they didn’t know the child’. Another said ‘The staff have taken the time to know [name] very well’.

Activities are planned and we were informed staff incorporate the children’s interests in everything they do. There was an ‘Interests and Fascinations’ list the staff write on in order to record things that interest the children. The recorded information is used in the planning and when setting out daily activities.

All resources available to the children and images displayed reflected equality, diversity and inclusion. This ensured the children’s awareness was being promoted and that all people at the setting were able to feel valued and develop a sense of belonging.

The Manx language and culture is celebrated at the setting and children were fluent when speaking Manx. ‘While we were observing circle time, the children named four shapes for us in both languages -

Square – Kerrin

Circle – Kiarkyl

Rectangle – Kiare-chuilleig

Triangle - Troorane

The setting had a detailed Equality, Diversity and Inclusion policy in place. It was clear and easy to read and the registered manager informed us all staff had been involved in producing the document and will also be involved when it is time to review the policy.

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 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 relationship 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 they were 'a very supportive team' who 'work very well together and go with the flow' when ensuring all tasks are undertaken. All staff said they enjoyed working at the setting and felt 'valued and listened to'.

To date there has not been any conflict between the team but staff were confident everyone would work together to address and resolve any disagreements. The registered manager 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 demonstrated a clear understanding the responsibilities and regulatory requirements of her role. The setting's responsible person visits the setting on a regular basis to carry out audits and ensure all is well.

Regular audits are being undertaken on staff performance, resources and the environment. The manager and responsible person regularly audit 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 shown 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.