

Inspection Report

2023-2024

KIRK MICHAEL PLAYGROUP

Child Day Care Centre

24 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 24 January 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Kirk Michael Playgroup 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

The staff work well together as a team and displayed a good understanding of managing children's behaviour. They were caring and responsive to children when they needed a bit more attention and gave guidance and support when needed.

Children were observed to be happy and were playing alongside each other and the staff. They interacted positively with the team and understood 'boundaries of behaviour' and what was acceptable and what was not.

The building is old and requires a lot of maintenance to keep it in a good state of repair and decoration. The manager has made improvements since the last inspection for example, a new boiler had been installed. But the areas of damp will need further work to improve the problem.

Parental feedback confirmed that they were happy with the level of care provided at the playgroup. Positive comments were received about the staff and the activities that children do at playgroup.

Some areas of improvement from the previous inspection have been addresses in the 'well led' section.

Parental feedback comments

'Couldn't ask any more from KM Playgroup. All of the ladies are amazing and they take such good care of the children'.

'They are keen to help with the children's development. We are currently potty training and they have supported us all the way with this as well as other things earlier on when *** started with them'

'It would be good to see the eyfs recorded progress be it through an app or a hard copy of where my child is at/what they need to work on next. I know I can just ask if I had any queries on this though but not sure what records on this they keep.

'Playgroup does so many things well! They have a great relationship with my child and respect them as an individual. They take the time to talk to them and form a bond where they are comfortable chatting about anything and everything. It is a small team and my child knows who will be there to help them'

'I like that they always have a variety of activities which not only keep my child engaged but are really suited to their stage of development. My child would be happy to play with one thing all day but they are given the opportunity to learn new skills in an enjoyable way. I like they have a spacious hall to run/play on toys and play games in'

'Also, having their own preschool morning is fabulous as they really learn those pre-school skills and have a solid foundation for starting school. They have lovely community links and give my child the opportunity to take part i.e. christmas/christingle etc. My child has made some lovely friendships which he will take through to school and I can't praise the playgroup enough for their support'

'On collection, we are told what we have been doing that day and any issues that potentially may have been highlighted during the course of the morning. Pictures via social media is another way to see what has been going on that day/week'

'I am super happy with the care provided at Kirk Michale Playgroup - I only wish the sessions are longer, my little *** loves it so much. Mrs Brew and her team seem to prepare the children very well for school on the 'pre school day'

'Very happy. **** enjoys playgroup. He is ready to go to playgroup before its time to leave the house. He runs in with a smile on his face. I can go to work knowing he is safe and happy. He has made friends. He regularly talks about play group in a positive way. The staff always make the most of calendar events e.g., christmas, easter, bonfire night, including less well known calendar events. Regularly comes home with an activity he has done. **** likes to show me what he did. **** likes the staff/teachers.

'Learns things in a fun way. i.e., learns colours by asking children to wear the colours'

'Prepares children for school very well. I have been impressed with this **** tells me there is a register and they have to raise their hand to ask a question, they get a sticker if they eat their lunch'

'1:1 interaction when they do their craft activity
Lots of toys and activity and stimulation that **** enjoys
Approachable staff
Getting the children outside when the weather is warmer

making the most of calander events and turning it into an activity
Keeping us updated by letter well in advance if parents need to do something e.g., bring something in for an xmas party such as food
So many things they do well in. I am very impressed and have no concerns for the duration of **** being there. We will be sad to leave play group when **** goes to school in Sept 2024 but will enjoy a new chapter'.

'Vast experience, play led, child focused, varied activities and great links to the local school/community'

About the service

Kirk Michael Playgroup is registered to provide care for a maximum of 30 children at any one time aged between 2 and 5 years. The playgroup is a long established provider for childcare and located in an old 'church hall' to the North end of the village. It consists of a smaller playroom that was used for all activities other than the 'sit on'; toys and bikes, these toys are used in a larger room. There was a set of toilets and wash hand basins adjacent to the smaller room and a kitchen. To the rear of the property is an enclosed outside play area.

The playgroup is open during the usual 'school term time' and from the hours of 8.45am to 12.45pm.

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.

On the day of the inspection the registered manager was not present and therefore a suitable 'person in charge' was managing the playgroup.

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 26 November 2023. An unannounced inspection was undertaken on 24 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), notifications, complaints/compliments and any safeguarding issues.

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 not require any improvements in this area.

This service was found to be safe.

Staffing ratios and recruitment

The staff team have been working together at the playgroup for many years. There had not been any new staff recruited since the last inspection and therefore no 'new' staff files to check.

Staff files showed that showed pre-employment checks had been carried out previously on existing staff.

Attendance records showed that staff/child ratios were being maintained. The minimum requirement of one staff to eight children was maintained.

Improvements lessons learned

There were policies and procedures in place, for example safeguarding children and accident recording. Accident records were checked and these included all relevant details.

The person in charge confirmed that they had not had any safeguarding children concerns or any major accidents/ incidents that required 'notifying' the registration and inspection team.

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

We observed the team managing children’s behaviour and their responses to both positive and unwanted behaviour.

The team praised the children for completing tasks for example, when they all helped to tidy up before snack time. There were two staff present during the inspection and both were aware of the activities of all the children during the entire inspection.

‘Unwanted’ behaviour was managed instantly and effectively, the staff were calm, they crouched down to the same level as the child/children and spoke to them about their behaviour. An explanation was given to the child, for example, they could hurt themselves or others. The children listened to the staff and responded positively before returning to play activities.

We were told that at times a child may be asked to sit on the ‘not listening chair’, that the team would explain to the child why they were asked to sit there and give them time to think about what they had done. Children would sit there for no longer than 2-3 minutes at a time.

The setting had a ‘behaviour policy’ to support their actions.

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 team were observed speaking to the children with an appropriate tone and using language that was suitable for age and developmental stage of the children present. Interaction between the children and the staff was positive with the staff treating children with kindness and compassion. Children appeared to be happy and comfortable in the presence of the staff as they sat alongside them and let the staff know when they wanted something or needed a little more assurance to complete a task.

Children were supervised at all times and the team had provided varied activities throughout the session, including arts and crafts and ensuring resources/toys were accessible for children to make choices of what they wanted to play with. Children's artwork was displayed in an abundance within the playroom, providing a sense of pride in what they had achieved.

Maintaining children's dignity, privacy and promoting independence

We viewed seven individual children's 'record of information'. Records contained relevant details including preferences and any known specific needs. This ensured that the staff were aware if the child needed any specific resources and/or equipment.

There was a variety of activities and toys for the children to play with. These were easily accessible to the children enabling them to make choices of what they wanted to play with.

The toilets were located in a room next to the playroom, which made them easily accessible to the children to use. Whilst children were encouraged to use the toilets by themselves, the staff ensured that they wash their hands afterwards.

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

We discussed ensuring that the playgroup promotes equality, diversity and inclusion for all. We talked about the team celebrating festivals and different cultural times of the year. The team gave examples of activities to celebrate festivals such as Christmas and Chinese New Year. We were told that if a parent requested their child not to participate in an activity, the team would adapt an alternative and ensure that the child did not feel left out or excluded.

There were limited resources to explore different cultures and equality. The setting would benefit from more books/ toys to reflect in this area.

Parents were requested to complete a ‘record of information’ about their child before starting at the playgroup. This provides information regarding individual preferences and needs and enable the team to best meet the needs of the child.

We sampled seven children’s records and these included all the required information.

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 some improvement 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.

There were two members of staff caring for the children during the inspection. They had a good working relationship and worked as a team. They were helpful and friendly.

The person in charge stated that she is unaware of any occasion when the staff have had any issues with each other and therefore have not had to manage any areas of conflict.

She felt confident that both she and the registered manager would manage any situation to ensure that any areas were discussed and to meet a positive outcome.

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

The staff working at the time of the inspection were clear in their roles and responsibilities both to the nursery and care of the children, and of information that must be submitted to the Registration and Inspection Team.

We have discussed the role of the registered manager on previous inspections with Ann Brew. We are confident that from these discussions that she is also aware of her role and responsibilities.

Areas of improvement identified from the previous inspection were discussed and evidence showed that one area of improvement is outstanding.

Staff team meetings were being held at least once a term and included who had attended and dated. The team were aware of the inspection reports from previous inspections.

Continuous learning, improvement, innovation and ensuring sustainability.

Looking at continuous improvement, we viewed the condition of the premises. This was in line with the outstanding area of improvement from the previous inspection. The fridge which stores juice and milk required the door seal to be cleaned and the tiles in the children's toilet area require a deep clean. There is a substantial amount of damp patches on the playroom walls and ceiling along with the bathroom and surrounding area of the front door. The person in charge stated that these have been addressed previously but the problem has returned. The manager will need to address these areas with immediate effect.

The setting had not employed any new staff since the last inspection, but they did have an 'induction process' in place for new staff that included details to be discussed with time frames.

Individual staff 'one to one' supervision had been recorded. But these require more detail and to occur more than once or twice a year. Looking at a previous recording system, the provider

did have a good record format for recording details of the supervision sessions. This was discussed with the person in charge and advised that this could be a good system to reinstate.

We viewed some of the staff contracts and they had been in place for a long period of time. We advised that the manager seek advice from Manx Industrial Relations to ensure that the contracts meet with current requirements.

Staff training including safeguarding children, first aid and fire safety were current and in date.

Action we require the provider to take

Key areas for improvement

- The areas of damp throughout the premises need addressing and appropriate action taken to eradicate
- Fridge seal and tiles around the children's toilets need thorough cleaning
This improvement is required in line with Regulation 20 of the Care Services Regulations 2013 – Fitness of premises for service recipients
- One to one supervision format requires more detail and supervisions to be undertaken more than twice a year.
This improvement is 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.