

# Inspection Report

## 2023-2024

## VICTORIA HOUSE NURSERY

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**

Victoria House 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**

Children appeared to be happy and had the opportunity to relax and sleep when needed. Plenty of suitable activities were available for the different age groups.

Good systems in place to ensure that the staff were supported through their Induction to the service.

The staff worked well together as part of a team. There were dedicated staff to each of the different age groups. The provider had ensured that staff were introduced to different areas gradually if needed to cover staff absences.

Premises were clean and in good decorative order. Good relationships with various professionals had been established to maintain the premises.

### **Parental feedback comments**

'They are professional and do age appropriate activities which is shown through the children's development. This is definitely a nursery that I would recommend to other parents. The culture that is created at the nursery is something that helps the children develop, however it is not forced'

'\*\*\*\* is a hungry learner and is advanced in some stages of development. She is therefore exposed to appropriate activities so that she is well stimulated and absolutely loves nursery. She has been asking when will she go back to school'

'The nursery does uphold high standards. It is a very welcoming environment that is open to all. Children experience an array of activities that are punctuated with a reliable daily routine. Children are encouraged and supported in their development at their own rate'

'I love the different range of activities that they offer the children, the fact they have a Spanish teacher come in once a week is great too! And also love that they go outside to the Glen and the beach to get the children outside exploring (not just out in the garden area) it's a fantastic nursery and I trust every single staff member with my life'

### **About the service**

The registered person must not look after more than fifty four (54) children in total aged 0 (zero) years and above.

Main Building consisting of 2 floors: No more than forty six (46) children aged 18 (eighteen) months and over in total of which no more than four (4) children aged 18 months – 2 years accommodated on the first floor.

Studio Building: No more than eight (8) children aged 0-2 (zero to two) years.

Log Cabin: No more than eight (8) children aged 2 (two) years and above.

Victoria House Nursery has designated the rooms to defined age groups. As above stated the main building consists over two floor levels. In this building there is a kitchen where packed lunches are stored and snacks prepared. There are toilets located in close proximity to the playrooms. The studio and log cabin are located to the rear of the premises.

There is a car parking area to the front of the premises and a large enclosed outside play area to the rear.

### **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 20 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), 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 require an improvement in this area.

This service was found to be safe.

**Staffing ratios and recruitment**

Children's and staff attendance records included the individuals first and last name and for the children, their date of birth. Records showed the required staffing levels were being met (one staff to three children under the age of two years 1:3 and one staff to eight children over the age two years 1:8).

There was a clear process of interviewing potential new staff. The records of three staff that had commenced employment since the previous inspection were checked. Pre-employment checks including references, social services and DBS (disclosure and barring service....police record check) were completed and the outcome recorded. Each staff had an 'induction record' to ensure that each person was aware of the systems and processes of the nursery. These included one to one meetings with the individuals to monitor their progress. The induction process was completed over a six month period.

**Improvements lessons learned**

There were policies and procedures in place, for example safeguarding children and accident recording. The manager had completed 'safeguarding children' training and was aware of the 'referral process' to escalate to the 'Safeguarding Children Team'. We discussed the requirement to notify the Registration and Inspection Team of any concerns also as soon as a concern is brought to the attention of the team. The manager had delayed on one incident of notifying registration and inspection but had completed the process for the safeguarding children team.

Records were complete for accidents; these were recorded on the 'family app', which allows the record to be viewed by the parents as soon as it is recorded by the staff. There was a section completed by parentages to acknowledge that they had been informed.

**Action we require the provider to take**

Key areas for improvement:

- Safeguarding concerns must be 'notified' to the registration and inspection team without delay.

*This improvement is required in line with Regulation 10 of the Care Services Regulations 2013 – Notifications*

## 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**

We observed the team interacting positively with the children. Children were praised for good behaviour, simple reminders used such as ‘listen’ and ‘be careful’ were used to engage the children’s attention when needed.

We did not observe any negative behaviour from the children and the children appeared to be aware of the daily routine.

We discussed with the manager how the team manage any negative behaviour for example; biting another child. There were books about different negative behaviours and we were told that a team would talk to the child about the behaviour and explain why it was not acceptable. They would use the book as an aid to help them and this would be done with the child or in a group if was happening with other children.

## 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 staff in all areas of the nursery and baby wing. They interacting with the children and babies in an appropriate manner, with compassion and kindness.

There were five children under the age of two years in the baby wing. When we arrived one was having a morning nap and the others were having a snack and a drink. The staff were kind, caring and had a good understanding of the needs of the children they were looking after. Individual routines such as sleep times were acknowledged and adhered to.

The children aged two to four years were located on both floors of the building. The staff provided appropriate activities for the children. We observed the children during circle / story time when they were practicing their listening skills. Children were requested to sit on the floor and listen to the story and then answer questions given by the story reader. The children appeared to enjoy this and joined in with making animal/ bird noises when asked what the noise a certain creature made. Children were praised for sitting smartly and joining in.

#### **Maintaining children's dignity, privacy and promoting independence**

Children and babies toilets and changing areas were situated in close proximity to the playrooms in the baby wing and on each floor of the main building. The areas provided a place of privacy when changing nappies or children using the toilet.

Older children were able to go to the toilet by themselves and were observed from a distance washing their hands. This provided them with some independence in preparation for going to school.

Toys were made easily accessible for children to choose what they wanted to play with and move from one activity to another freely.

## 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 require an improvement in this area.

This service was found to be responsive.

#### **Delivering personalised care**

Parents are requested to complete an application form prior to registering at the nursery. The information collated includes details specific to their child for example; likes and dislikes, medical and dietary needs, and any cultural preferences and/or needs.

We sampled seven children’s records and they contained relevant information.

Children’s packed lunches were stored in the fridge in the kitchen to ensure safe storage for perishable foods. There were some lunch bags that were being stored on a work top in the kitchen. We were told this was at the request of the parents.

We discussed activities and resources used to ensure that suitable expectations are promoted and valued. Various festivals had been celebrated with the children to include different cultures. The manager explained that parents are asked if they would like to help providing ideas and examples of how they can explore different celebrations. We were told that parents had given examples of drinks, food, songs and dances that children would enjoy. We were told that this has worked well and aids parents to be involved in their child’s care whilst at nursery.

Celebrations such as Christmas, Diwali and Tradition Day in Argentina had all been celebrated. To ensure equality and that children are not excluded from activities, we were told that suitable alternatives would be provided for children that could not celebrate a particular celebration.

#### **Action we require the provider to take**

Key areas for improvement:

- Provider to ensure they hold a written copy of Parents request that their child’s packed lunch is not to be stored in the fridge.

*This improvement is required in line with Regulation 22 of the Care Services Regulations 2013 - Fitness of premises: Health and Safety*



## 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.**

We observed the staff working as a team during the inspection. The nursery has the baby wing in a separate building to the rear of the premises. The main nursery is spread over two levels, with children aged 2-3 years on the first floor and 3-4 year olds on the ground floor. Staff were allocated to a defined area which provided familiarity for the children.

All the staff were helpful and friendly and those that we spoke to stated that they enjoyed working at the nursery.

The manager had a good understanding of how she would manage any conflict that may/could arise within the staff team.

#### **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, The manager was aware of information that must be submitted to the Registration and Inspection Team.

Areas of improvement identified from the previous inspection were discussed and completed.

The managers stated they aim to have team meetings once a week, if this is not possible they will be monthly. We were provided with the minutes of two staff meeting minutes. These held relevant detail of areas discussed.

#### **Continuous learning, improvement, innovation and ensuring sustainability.**

We looked at the 'induction process' for new staff, this included details that had been discussed and clearly dated when completed. The manager had completed written assessments to evidence how the staff member was performing and any advice given. The induction lasted a minimum of six months.

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 on a monthly basis.

Staff training included, safeguarding children, first aid and fire safety. The manager had training booked for those staff that had not already completed relevant mandatory courses.

The manager had stated that they had considered a 'breakfast club and after school club' for children. But this was not viable due to either insufficient parents enrolling for the service or due to unreliable transport options to collect children from school.

The nursery have regular 'trades persons' (painter/decorators, plumbers), who are known to them and complete any work necessary.

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.