

Inspection Report

2023-2024

Pulrose Playgroup

Child Day Care Centre

29 February 2024

**Under the Regulation of Care Act 2013 and
Regulation of Care (Care Services) Regulations 2013**



Isle of Man
Government
Kelleys Eilan Vannin

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 29 February 2024. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Pulrose 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

An area of improvement was identified as a result of this inspection.

There is a new team at the setting who worked well together and have established good relationships with the children and their families. A number of parents said they found the staff to be approachable and friendly.

Staffing levels were found to be safe and the children were receiving a care service that promoted their holistic development.

The feedback received from the families using the setting was positive.

- 'Very happy with the care provided.'
- 'Since the first day my child started I have always felt like that staff have had my child's health, well-being and development at the front of their priorities'
- 'Fun environment with no pressures'
- 'There is also a good, consistent, structured routine, which my child enjoys'
- 'It will be a sad day for both me and my [child] when [child] leaves *** little playgroup family to attend "big school"'
- 'The staff at the school give a very loving and welcoming reception to the children as if they were their own which has always been very reassuring for me as a parent while leaving my child in their care'

About the service

Pulrose Playgroup provides sessional, term time care from the Pulrose Methodist Hall. They are registered to care for 24 children aged 2-5 years. The setting has a large playroom, toilets and use of a kitchen. All areas are shared with other users but the playgroup has sole use of the rooms during operating times. Due to the playgroup's operating hours, children do not have lunch at the setting but are provided with a mid-morning snack.

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 23 February 2024 and an unannounced inspection was undertaken on 29 February 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.

Feedback was sourced via email from 15 families who use the service. Three responses were received.

During the inspection

We spoke with two members of staff and the setting's registered manager. We carried out observations 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 the premises was undertaken and a range of documentation was reviewed. This included policies, attendance registers, supervision records, children's records and documentation in relation to health and safety. 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 requires improvements in this area.

This service was found to be safe.

Staffing ratios and recruitment

Evidence was available to show that all staff at the kindergarten held a current Disclosure and Barring Service (DBS) check and that checks were being undertaken on those that have signed up for the update service.

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 both files showed all pre-employment checks to ensure each was suitable to work with children prior to their respective start dates but the checklist used by the setting to record the pre-employment checks they have undertaken did not include evidence to confirm the staff members' identity had been verified. The need to ensure the documents seen are clearly recorded was discussed with the registered manager.

Staff new to the setting are given an in-depth induction. During this period, they are given information about the setting's disciplinary procedure and have regular support meetings with management in order to ensure each new member of staff are supported through the process.

Improvements lessons learned

When speaking to staff at the setting, we asked if they were aware of their responsibility to raise and report any concerns they may have and whether they understood the need to record safety incidents. Staff were clear in their awareness of their responsibilities and all gave detailed responses to our questions.

Discussion with the manager confirmed they were clear in their understanding of their responsibilities should a concern be raised to them and were aware of the need to ensure all records were clear and accurate.

Action we require the provider to take

Key areas for improvement:

- The provider must ensure evidence is recorded to show the identity of new staff members has been verified [This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records](#)

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

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 clearly outlined their approach to managing behaviour and throughout the inspection we observed staff being positive role models to the children.

The registered manager told us they ‘keep rules simple and easy to understand’ and are always ‘praising them for good behaviour’. We observed staff giving praise and encouragement to the children and taking the time to give clear, age appropriate explanations when needed. The manger also explained the team provide activities that enable the children to express their feelings ‘so they don’t need to resort to challenging behaviour’. During our visit, the children were well-behaved and responded positively to the staff team.

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

The staff team were 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 was 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.

All parents that provided feedback told us they were happy with the care being provided at the setting. One parent told us they were 'more than happy with the care and dedication that is being put into my child by the staff while *** is at Pulrose playgroup, it is so heartwarming to know [child] is being very well cared for while [child] is at school. [Child] looks forward to going to school every morning and can't wait to tell me what *** got up to while [child] was there'. Another parent told us the setting 'provides a caring environment with individual attention and lots of play time'.

Maintaining children's dignity, privacy and promoting independence

The registered manager had ensured information about the children attending the setting had been shared with the staff team. This enabled them to be aware of each child's own preferences and needs and include this information into their planning and daily activities.

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 in regards to 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 are aware of each child’s individual needs.

All staff are involved in devising and implementing the long term, medium term and weekly planning for the children. They use the information provided by the parents as well as their own knowledge of the children to ensure they devise and include activities based on their interests. One parent told us ‘the staff know my child extremely well sometimes even better than I know [child] myself, they know all *** comforts and all *** favourite activities and interests’ another said the ‘staff team know my child very well’ and another said the ‘staff seem very knowledgeable about each child’

All resources available to the children had been arranged to enable them to make their own choices about what they wanted to play with and staff were observed encouraging them to share and take turns as they played.

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 observed a team that worked well together, shared tasks fairly, were supportive of each other and were committed to ensuring the children enjoyed their time at the setting.

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 registered manager told us she 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 setting's registered manager demonstrated a clear understanding of the responsibilities of her role and told us she felt supported by her team.

Regular audits are being carried out on staff performance and the environment. We were informed actions are taken immediately should anything be highlighted as a result of these audits.

The setting has not had cause to notify the Registration and Inspection team of any infectious illnesses or serious incidents since the last inspection. The registered manager was clear in her understanding of when and how to notify the regulator.

Continuous learning, improvement, innovation and ensuring sustainability.

The manager has ensured there are a range of resources available to the staff team to enable them to extend their knowledge and skills and drive improvement. Ideas shared by new members of staff have been implemented and the registered manager told us the changes made have proved to be beneficial to the children.

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.

