

# Inspection Report

## 2023-2024

## Hopes & Dreams Day Nursery

Child Day Care Centre

14 February 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 14 February 2024. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Hopes & Dreams 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**

The staff worked together as a team, each understanding their role and responsibilities. There were staff identified to either the 2-3 year olds or 3-4 year old age groups. Keyworker photographs were displayed with the photograph of the children they were caring for. Staff may from time to time have to cover other areas in times of staff absence such as sickness or annual leave.

The rooms have child sized furniture, such as small arm chairs that help to make the setting as homely as possible. Thus to promote a welcoming environment for children. Individual colour schemes throughout the playrooms.

Documentation and records were clear and stored appropriately. The person in charge was able to provide information directly when asked to retrieve records.

The company have spent time providing and sourcing training for the staff. The 'in-house training academy' provides a good method of ensuring their staff are provided with the tools and skills to take on more responsibility and further their career pathway.

**Parental feedback comments**

'Great to update in person about how the day has gone'

'Updates on app as sometimes little information on nap times but I know it's not always easy as they are busy caring, staff at pick up don't know as change over in staff from AM to PM'

'Learning approach and having amazing staff and supportive to my child. Trips out every month for her to explore'

'They have a truly excellent team here who obviously care about the children in their care',

'They are very good at teaching the children play with real day to day items, they also manage to arrange lots of trips and outdoor play / learning. The staff also work very very well together as a team which is brilliant'

'More parents teacher sessions- think we had more when my first child went through the nursery'

'Provide the children with high quality resources, activities and trips. Like there is a good amount of child led learning and incidental learning'.

### **About the service**

The registered person must not look after more than seventy seven (77) children in total aged 18 months and above.

No more than three (3) children shall be under 2 years of age.

No more than twenty eight (28) children on the first floor.

No more than forty nine (49) children on the ground floor.

The baby and toddler room must only accommodate ten (10) children aged 18 months - 36 months.

Hopes & Dreams Nursery is based in Douglas and is one of the six child care settings providing care for children owned by the same company.

The nursery has dedicated activity rooms for the different age groups as listed above. There are toilets located in close proximity to the play rooms and a kitchen that provides hot meals for the children.

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

### **Registered manager status**

The service has a registered manager who is currently on maternity leave. The provider has ensured a suitable qualified and experienced member of staff has been appointed 'acting manager' until the registered manager returns from leave. 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 November 2023. An unannounced inspection was undertaken on 14 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.

### **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 person in charge of the nursery gave a detailed account of the recruitment process for new staff. This included one of the Company Directors processing applications and having a telephone conversation with the applicant prior to any invitation to visit the nursery. Candidates would be invited to view the nursery whilst accompanied by the director and manager. This provided both the applicant and the team an opportunity to assess the suitability of the candidate prior to a final interview with the director and the manager.

We sampled the records for three new staff; these had been completed with a pre-employment checklist. This included a DBS (disclosure and barring service-police check), social services, references and a medical check/ disclosure.

Records were sampled to ensure the staffing ratios of one staff to every eight children had been adhered to. Staff signed in and out of the nursery each day. The nursery also had a door security system that staff use to enter and exit rooms. This recorded the locality of each person at all times whilst at the nursery.

**Improvements lessons learned**

There had been no safeguarding concerns but the manager was aware of the process to make a referral. She had undertaken the Isle Of Man safeguarding training and internal training by the provider.

Accident records were sampled and these were found to contain all relevant details and signed by parents to acknowledge that they had been informed.

A second system had been introduced that recorded where the accidents had taken place, the type of accident and if it had been witnessed by a team member. This provided information to indicate the safety of the areas and implement further measures if needed.

### 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**

The nursery had policies including ‘positive relationships’. These provided guidance and strategies for the staff to use to ensure they developed the children’s understanding and awareness of right and wrong.

We observed the staff interacting positively with the children and providing opportunities for children to play alongside each other or have some quiet time/ space if needed.

The staff used phrases such as ‘be kind’ and spoke to children in a manner that was supportive and understanding of the child when they may not be happy. Children were encouraged to take turns and the staff ensured that all children had access to toys and played fairly.

The children responded positively to the staff and answered questions politely. Children could move from one activity to another if they wanted and they appeared to be happy and comfortable talking to and playing alongside the staff.

## 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 throughout the nursery. Children were engaged in a variety of activities, a group of children were going out in the nursery mini bus, whilst others were playing in the garden to the rear of the property. Resources and toys were easily accessible to the children enabling them to choose what they wanted to do or play with. As it was Valentine's Day, the staff asked the children if they would like to make a card. Card and paints were provided and children could create their own card with the support of the staff.

Children were comforted when needed; the staff talked to the children to find out why they were upset and gave them the time to talk and to reassure them. The team were kind and respectful and communicated well with each other and the children. Appropriate language was used in relation to the child's age and level of understanding.

Information and observations completed by the staff regarding the children are provided to their parents via the 'family app'. This provides a unique link for parents to view their child's information. We discussed 'parent/ teacher' meetings and we were informed that if parents had not received one regarding their child and would like one that they can request by speaking to the staff.

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

There were toilets and hand wash basins on each level of the building, these were located close to the playrooms. Children's intimate care and nappy changing were undertaken with privacy and dignity in mind. Staff were able to use the facilities to change nappies without being overlooked. The downstairs bathroom had pictures on the ceiling where the nappies were being changed. This gave something for the children to look at and talk about.

There was also a hand wash basin in the craft room downstairs which provided an opportunity for children to wash their hands by themselves. Older children in the 3-4 year age group were able to use the adjacent bathroom.

We observed children preparing to go out and play in the garden. They had to put their outdoor clothes on (coats, hats and gloves) and wellies. Children were encouraged to try to do as much for themselves as possible, but given plenty of encouragement and support by the staff.

## 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**

Parents are requested to complete a ‘Record Of Information’ about their child that includes any dietary and medical needs. An ‘All About Me’ booklet also completed by parents and is kept in the playrooms for easy access for the staff. The booklet includes details that provide further understanding of the individual needs and preferences. Such as the child’s likes and dislikes, family members, what the child needs to comfort them when they are sad or upset. Seven records were checked and they all contained the required information.

The person in charge told us that children’s individual preferred learning styles and interests are promoted to ensure that each child is recognised and provided with the opportunity to develop and progress at their own pace. The nursery provide training regarding ‘In The Moment Planning and ‘The Curiosity Approach’. We were told ‘by observing and assessing individual children and knowing the next steps to take in their play to take them to the next level/stage’.

Books and resources for different types of families, cultures and festivals are available. An example, to help support the child and aid the staff for the arrival of a new baby to the family’. Festivals are celebrated in different ways including baking food and singing songs. At Christmas time the staff produced a concert with the 3-4 year age group for the parents.

Relationships had been developed with other professionals, for example Speech and Language Department, Advisory Teacher for Early Years Inclusion and Pre School Assessment Centre.



## 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 require an 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.**

We observed the staff working as a team together. Everyone knew what they were doing and were confident in carrying out their daily tasks. The cook was organised in the kitchen to ensure any child that had specific food requirements were catered for.

Photographs of the staff and children were on display that identified the 'keyworker' to each child. This enabled parents to familiarise themselves with the staff, their names and who to talk to if needed.

We spoke to several staff, both new and long existing staff. All stated that they were happy and enjoyed working at the nursery.

The person in charge spoke confidently and explained how she would manage conflict between staff if it arose. She explained the process and ensured that the needs of the children were the priority. We were also told that the directors of the company are always available to speak to should she need extra support.

Hopes & Dreams Limited have several childcare provisions providing the flexibility for staff to move to a different setting to work if needed. This would only be considered if it was in the best interests of the individual, the team and the children.

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

The person in charge was in a temporary position as she was managing the nursery whilst the Registered Manager is on leave. Previous to this she was the registered manager at another one of the company nurseries. Her experience in that setting has enabled her to be aware of her responsibilities to both the nursery and the registration and inspection team (regulatory body). She was aware of the 'notification process' and what needed to be sent to the registration and inspection team. Examples of notifying of infectious illnesses such as chicken pox and covid.

There was an 'induction' period for new staff lasting three months from their start date. We reviewed the content, which was thorough and included monthly reports by the manager or person in charge. This was to ensure the individual was aware of the Policies, ethos and day to day activities of the setting. The monthly reports provided an opportunity for them both to assess their progress and ensure they were confident to work unsupervised. We spoke to two staff that had commenced work at the nursery since the last inspection, they both confirmed that they had been provided with sufficient time and information by the team.

Supervision (1-1) was provided to staff every three months, this provided quality time for the individual to spend with the manager/ person in charge. Detailed information was recorded, but the section for 'manager comments' had not been completed.

We were told that there were 'Department Room Leaders', this provided an identified person that held a lead role for both the 2-3 year old age group (located on the ground floor) and a separate room leader for the 3-4 year age group (located on the first floor). This provided a tier management approach to filter information down from management. We were told each room leader held their meetings with their group. In addition there were 'full team' staff meetings held every three months. Written records were held.

The nursery is one of Hopes & Dreams Limited nurseries of which they all have their own Registered Manager. The managers of each setting also meet to ensure that ideas and good practice is established in each setting.

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

The training record for the staff was stored on the computer. The manager was able to show that all mandatory and appropriate training had been undertaken along with completion dates. New staff that had not completed the training had identified training dates booked.

Hopes & Dreams provisions provide the opportunity for staff to gain knowledge and develop their personal skills to become potential 'managers' of the services. Staff can participate in their 'Leadership Academy' which provides training in managing staff and roles and responsibilities to be a successful manager.

We were told that the company has also set up an 'on line' training programme for the staff. Relevant training being provided by the directors and could be accessed by all staff. The system showed when the training had been completed by individuals. Alongside this, training had been sourced from the United Kingdom. This has provided the staff with 'face to face' training outside of the nursery opening hours.

The person in charge told us they have an initiative that celebrates staff and show them how they are appreciated. There were 'postcards' that are given to staff that recognise good work, these are not only completed by the person in charge but can be completed by any team member to any other person.

The nursery playrooms have been redecorated with different colours and styles in each room. The person in charge stated that the children were excited when they saw the newly decorated rooms and talked about they good they looked.

**Action we require the provider to take**

Key areas for improvement

- Manager to complete the 'manager comments' section of the staff supervision record.

*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.