Inspection Report
Regulation of Care Act 2013
Child Day Care Centres

THE CHILDREN CENTRE AFTER SCHOOL/HOLIDAY CLUB

Unannounced

Inspection Completed on

22 FEBRUARY 2017 AT 9.05AM
3 MARCH 2017 AT 2.30PM
Completing and returning your report

To complete your report form, enter text by clicking on the box see the instructions below. Use the tab key to move to the next box.

1. Provider’s action plan
   a. Add details of your actions to complete the requirements/recommendations (if applicable)

2. Provider’s comments/response
   a. Confirm you have read and agree/disagree the contents of the report by clicking on the appropriate box
   b. State any factual inaccuracies found, add comments (if applicable)
   c. Sign (type name when returning electronically) and date

3. Return your report to randi@gov.im within 4 weeks

4. Do not use any other method e.g. links to Cloud or other file sharing services

Summary

This report represents our assessment of the quality of the areas of performance which were examined during this inspection under the Child Day Care Centres Minimum Standards. The purpose of the inspection is:

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- to satisfy the Department that services are being provided to an acceptable standard and children are being cared for appropriately;
- to provide reassurance for parents;
- to establish that children are safe and take part in activities that contribute to their development and learning;
- to confirm that the provision is consistent with the information held on the register held by the Department and that the registered person is compliant with their conditions of registration;
- to raise standards and promote high quality in the provision of care and learning.

When making judgements, inspectors have regard as to how well the provider meets the Child Day Care Centres Standards, produced by the Department, August 2014. Service providers are required, as part of their conditions of registration, to comply fully with the standards.

This document summarises the inspection findings. The inspection outcomes relate to the Minimum Standards (MS) for Child Day Care Centres.
The report also identifies strengths and areas for improvement and follows the format of the standards. The numbering shown corresponds to that of the standards.

Care providers are expected to comply fully with the Minimum Standards. The Minimum Standards will form the basis for judgements by the Department regarding registration, the imposition and variation of registration conditions and any enforcement action.

Part 1: Service information

Part 2: Descriptors of performance

Part 3: Summary of Inspection Outcomes
Areas of good practice/Feedback from parents
Quality improvements subsequent to the previous inspection
Relationship between staff and children

Part 4: Inspection Outcomes and Evidence and Requirements
For this inspection the Unit has decided to inspect:

Standard 4 - Physical Environment
Standard 6 - Safety
Standard 12 - Working in partnership with parents and carers

In addition the following areas will be considered in each inspection:

Standard 2.5 Organisation
Standard 11.3 Behaviour
Standard 14.1 Individual records of each child

Part 5: Previous Requirements
Requirements and good practice recommendations identified from this Inspection.

Part 6: Provider’s comments and response
Service Information

Name of Service:  Tel No:  (01624)  676076
The Children Centre After School and
Holiday Club

Registration number
ROCA/P/0140F

Address:
94 Woodbourne Road
Douglas
Isle Of Man

Conditions of Registration

Registered Number of Children:
The Registered Person must not look after more than fifty six (56) children in total between 4-12 years of age. The provision shall operate between the hours of 8.00am – 9.00am and 3.15pm-5.45pm during normal school term time. The provision shall operate between the hours of 8.00am-5.45pm during school holiday

(Under Section 65 & 107 (1-4) of the Regulation of Care Act 2013.

All registered providers of Child Day Care must comply with their conditions of registration as stated on the certificate of registration issued by the Department of Health and Social Care.

Brief Description of Service and Services Provided
This provision has been registered by The Children's Centre and provides Out of School Care that is ‘Holiday Care and After School Care’. The facility operates during normal school holiday periods and after school with the exception of Bank Holidays and provides care for children aged 4 - 12 years.

It can accommodate up to 56 children in total.

It offers a combination of play sessions to suit the needs of the children and parents.

Children that stay all day have packed lunch supplied by their parents, healthy snacks are also offered morning and afternoon.

Email Address:

Registered person/company:
The Children Centre

Responsible Person:
Fiona Dawson

Name of Registered Manager:
Jenny Coyle
Registration number
ROCA/M/0095

Person in charge at the time of the inspection:
Sam Gatt (22/2/17)
Jenny Coyle (3/3/17)

Date of latest registration certificate:
30/01/14

Assessed risk level of service:
Pre-inspection  low
Post-inspection  low

Date of any additional regulatory action:
None

Date of previous inspection:
9 & 10 February 2016

Days open:
Monday - Friday

No of children at the time of the inspection:
At 9.30am = 22 children aged 4-8 years & 21 aged 8 years and above
At 10.20am = 26 children aged 4-8 years & 21 aged 8 years and above

Number of staff present during the inspection:
7 at 9.05am
8 at 11am

Name of Inspector(s)
Jenny Percival

Descriptors of Performance against Standards

Inspection reports will describe how a service has performed in each of the standards inspected. Compliance statements by inspectors will follow the framework as set out below.

Compliant
Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. In most situations this will result in an area of good practice being identified and comment being made.

Recommendations based on best practice, relevant research or recognised sources may be made by the inspector. They promote current good practice and when adopted by the registered person will serve to enhance quality and service delivery.
Substantially compliant
Arrangements for compliance were demonstrated during the inspection yet some criteria were not yet in place. In most situations this will result in a requirement being made.

Partially compliant
Compliance could not be demonstrated by the date of the inspection. Appropriate systems for regular monitoring, review and revision were not yet in place. However, the service could demonstrate acknowledgement of this and a convincing plan for full compliance. In most situations this will result in requirements being made.

Non-compliant
Compliance could not be demonstrated by the date of the inspection. This will result in a requirement being made.

Not assessed
Summary of Inspection

This is an overview of what the inspector found at the time of the inspection.

The purpose of this inspection was to:

- Check the service’s level of compliance with standards and regulations as set out in part 4.

Feedback from parents:
- ‘Staff are very friendly’
- ‘The staff very quickly got to know my child and are very approachable’
- ‘Individual rooms for different activities’
- ‘Safe, yet allowing initiative from children’

The following are photos of the setting;

Quality improvements subsequent to the previous inspection:
All previous requirements had been completed.

Areas for improvement
See requirements issued.

Relationship between staff and children:
The relationship appeared to be positive with the staff having an understandment of the needs and abilities of this age group. Children appeared to be comfortable and confident and interacted with their peers and the staff.
### Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)

#### Standard 4 - Physical Environment

**OUTCOME:**
The premises are safe, secure and suitable for their purpose. They provide adequate space in an appropriate location, are welcoming to children and offer access to the necessary facilities for a range of activities which promote their development.

**Our decision:**

**Substantially compliant**

**Reasons for our decision**

- The environment was welcoming and friendly to both children and parents. Information regarding children’s activities and snacks was on display. Children’s art work had been displayed on the walls and resources easily available for play opportunities.

- The premises were owned by The Children Centre. The After School/ Holiday Club use play/ activity rooms dedicated to this age group.
- There were suitable toilets and wash hand facilities for the children and separate facilities for the staff. The Registered Manager has reported to the maintenance team that there is a fault with the flushing of the toilets; although they do flush the system takes a prolonged time to refill. The registered manager is aware to ensure this is fixed.

- The rooms had been redecorated since the last inspection. Due to the nature of the club and the age of the children using it, the premises were quite messy in places in relation to cleanliness. However the staff are aware of this and stated that the rooms are cleaned each night. Particular attention needs to be given to the skirting boards.

- The room temperatures varied depending on which room you were in. One of the rooms dipped to a maximum of 14.6°C, this was discussed with the person in charge on the day of the inspection. This room is used as a quiet area and therefore the temperature must be a minimum of 18°C.

- There was an outside play area to the rear of the premises. This area was enclosed with fencing and a locked gate. Children are also taken out on regular trips.

- There was an office where the staff were able to keep their personal items. This area also stored children’s confidential records in a lockable filing cabinet. The staff are also able to use this area to speak to parents in a confidential environment.

- The kitchen that stored snacks was in a separate part of the building and not accessible by the children.

- Laundry facilities were not maintained within the areas used by the children.

**Requirements and recommendations**

1. Rooms must be a minimum of 18°C.

**IMMEDIATE**

**Provider’s action plan**

1. Rooms must be at minimum of 18°C – Digital thermometers to be installed in each room and temperature monitored by ASC Manager. Any fall below 18°C will be advised to Facilities Team and the thermostatic control on the relevant radiators will be adjusted.


3. Cleaning – A new cleaning contract, with new cleaning schedule, reporting and fault rectification processes, is to replace the existing inhouse cleaning provision at Woodbourne Road in April 2017.
**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)**

**Standard 6 - Safety**

**OUTCOME:**
The registered person takes positive steps to promote safety within the setting and on outings and ensures proper precautions are taken to prevent accidents.

**Our decision:**
Substantially compliant

**Reasons for our decision**
Steps had been taken to minimise the level of hazards and risks to children. Radiators and water temperatures did not exceed the maximum permitted temperature of 43°C. Children were supervised when using the stairs leading from the main reception area of the building down the club rooms. There was also a lift in place for wheel chair access.

Although parents/visitors could gain entrance into the reception area of The Children Centre building, they were unable to gain entrance into the areas where the children based. The door leading into the club’s provision was locked and a doorbell in place to gain the attention of the staff. The door was opened by the staff with the use of a ‘swipe card’. Parents were requested to sign their child in the daily register to include the arrival and departure times.

Portable electrical items such as computers are required to be tested annually. The inspector observed that some decorative party lights were due to be tested on the 16/12/16 and a computer in the office on the 4/02/17.

The outside play area was to the rear of the premises. The perimeter was fenced with locked gates. The area was as safe as possible taken into the account of the children’s ages and abilities.

There was a fire log book kept next to the fire alarm panel. This contained the details of tests completed on the system. Emergency lights had been tested monthly and the alarms weekly with the exception of one week which had not been recorded as having taken place. The inspector was informed that it appears the person responsible to undertake the tests had been absent from work.

The service offers outings for the children to go on, for example to local glens and parks. Risk assessments were in place for the settings.

Written permission had been sought from parents to transport the children in their vehicles. The staff were aware of the need to ensure the whereabouts of the children at all times.

Relevant vehicle insurance was in place.

There was relevant public and employer’s liability insurance in place. A copy of the certificate was on display in the main playroom.

**Requirements and recommendations**

1. All electrical portable appliances to be tested annually.
   
   **IMMEDIATE**
   
   *The inspector revisited on the 3/3/17 to provide feedback to the service. The PAT testing had been completed.*

2. FIRE ALARMS TO BE TESTED WEEKLY.
   
   **IMMEDIATE**

**Provider’s action plan**

1. PAT Testing – PAT testing list maintained by Facilities Team. All new items are immediately added to the list and discarded items removed. Instructions are issued to all staff that no electrical items are to be moved from site to site without Facilities being advised. No new electrical items are to be employed with TCC without prior PAT testing.

2. Fire Alarms – are tested weekly and recorded as such. Operations Manager to ensure that the absence of any member of the Facilities Team does not result in fire alarm testing being overlooked.
<table>
<thead>
<tr>
<th>Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard 12 - Working in partnership with parents and carers</strong></td>
</tr>
</tbody>
</table>

**OUTCOME:**
The registered person and staff work in partnership with parents to meet the needs of the children, both individually and as a group. Information is shared.

**Our decision:**

**Substantially compliant**

**Reasons for our decision**
The service has a statement of purpose and policies and procedures to ensure the effective running of the provision.

There were a number of policies on display in the entrance hall prior to entering the main area of the club. Included were ‘safeguarding children’ and ‘complaints’. The complaints policy did not include details of how to contact the Registration and Inspection Unit.

The staff had been provided with ‘contacts of employment’, that outlined their roles and responsibilities. They were aware of the need for confidentiality and were able to address any areas of concern within the office.

The inspector was informed that the service provide newsletters to parents approximately every 6 weeks. They also communicate through emails and social media website (Facebook). Parents and children were informed regarding the activities and outings in advance.

There was a record for each of the children that included details of person’s authorised to collect the child.

Examples of children’s art work had been displayed on the walls.

Complaints/concerns had been recorded and managed appropriately.

**Requirements and recommendations**

1. The complaints policy to include details of how to contact the Registration and Inspection Unit.

**IMMEDIATE**

**Provider’s action plan**

This revised policy which includes details of R&I is now displayed and accessible online by all staff.
### Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
#### Standard 2.5 - Organisation

**Criteria**
Accessible individual records are kept on the premises containing the name and address of the staff members or volunteers and which retain information about recruitment, training and qualifications.

**Our decision:**
Compliant

**Reasons for our decision**
Two staff records were checked. These were staff that had been appointed since the last inspection. Both records contained all the relevant information.

**Requirements and recommendations**
None

**Provider’s action plan**
N/A

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### Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
#### Standard 11.3 - Behaviour

**Criteria**
Adult handling of behaviour is consistent and developmentally appropriate, respecting individual children’s level of understanding and maturity.

**Our decision:**
Compliant

**Reasons for our decision**
The staff were observed to manage children’s behaviour in a consistent and appropriate manner. This took into account the children’s age and level of understanding.

**Requirements and recommendations**
None

**Provider’s action plan**
N/A
### Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)

#### Standard 14.1 - Individual Records of Each Child

**Criteria**

Individual records of each child containing:

- their full name and address;
- their date of birth;
- their photograph;
- contacts in the case of an emergency;
- GP contact;
- authorisation for outings and travel in vehicles and other appropriate permissions and parental consents;
- details of who will collect the child, including photographs where appropriate;
- known medical conditions;
- dietary requirements and preferences;
- any social, emotional and/or behavioural needs;
- first language/any additional languages spoken;
- any other cultural needs.

**Our decision:**

**Substantially compliant**

**Reasons for our decision**

A random selection of children's records were viewed. Two different recording forms were in place, between them there were areas that had not been covered.

These were the request from parents regarding;

- Social, emotional and/or behavioural needs
- First and any additional languages
- Cultural needs

**Requirements and recommendations**

1. All children's records must include the specified criteria as listed within the Child Day Care Standards.

**IMMEDIATE**

**Provider's action plan**

A new Registration Form is in the process of being implemented which will include all guidelines within the new Minimum Care Standards. All new and existing clients will be issued with the new registration form from Friday 6 April 2017.
## Other areas identified during this inspection / Or previous requirements which have not been met

**Standard 2.6**
The staffing levels were checked throughout the morning. The requirement to meet the standards is 1 staff member to every 8 children aged 4-7 years. On the day of the inspection there were 21 children aged 8 years and over with 3 members of staff. 22 children with 3 staff at 9.05 am with an extra member of staff on a 1-1 basis with a child. By 11 am an extra member of staff was in place. When there are more than 20 children, person in charge becomes supernumerary to the staffing ratios.

When the children went on an outing there were 9 children aged 4-7 years and 1 child aged 8 years or over. There was 2 staff with this group. Due to the staffing ratios for the children under the age 8 years being 1:8, this meant they were short staffed.

**Requirement:**
1. Staffing levels to be maintained at all times.  
   **IMMEDIATE**

**Standard 7.6**
With regards to the storage of children’s lunch packs the following was found. The service have placed in writing that parents provide an ice pack in the bags. The children stored their bags on the floor in the cloakroom area and had not been checked to ensure that the food was being stored appropriately. As the room had under floor heating the lunch bags were exposed to a temperature inappropriate for storing perishable foods. When the person in charge checked some of the bags at the request of the inspector, there found to be no ice packs although there were perishable foods contained. Also some of the bags did not contain sufficient content for the day.

**Requirement:**
1. Lunch bags must be checked and stored appropriately.  
   **IMMEDIATE**  
   *On the 3/3/17 the inspector was informed that the staff had provided storage to prevent the lunch bags being left on the floor. The staff will still require ensuring any perishable foods are safely stored.*

**Staffing Levels**  
Registered Manager understands ratios and will adhere to them at all times.

**Lunch Bags**  
A new trolley has been bought to ensure all lunch boxes are not placed on the floor. Staff will check all lunch boxes; any lunch box which does not have an ice pack included will be given one to use.
## Requirements from previous requirements

Identified below are requirements made at previous inspections under the Regulation of Care Act 2013, Regulations and Care Standards and progress to date:

<table>
<thead>
<tr>
<th>No</th>
<th>Regulations/Standards</th>
<th>Requirement/date for compliance</th>
<th>Met/not met</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Once evidence of identification and clearance checks e.g. DBS results have been recorded, any copies of original documents to be destroyed. <strong>IMMEDIATE</strong></td>
<td>Met</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>There must be at least 50% of the staff with a relevant child care qualification on duty. <strong>IMMEDIATE</strong></td>
<td>Met</td>
</tr>
<tr>
<td>3</td>
<td>13</td>
<td>Complete a ‘risk assessment’ of staff potentially working alone in the play areas. <strong>IMMEDIATE</strong></td>
<td>Met</td>
</tr>
<tr>
<td>4</td>
<td>14</td>
<td>Require a policy for ‘Parent access to records’. <strong>IMMEDIATE</strong></td>
<td>Met</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
<td>Emergency lights to be tested monthly and a written record of the outcome kept. <strong>IMMEDIATE</strong></td>
<td>Met</td>
</tr>
<tr>
<td>6</td>
<td>4</td>
<td>The play/activity rooms need to be redecorated. <strong>IMMEDIATE</strong></td>
<td>Met</td>
</tr>
</tbody>
</table>

## Good practice recommendations from previous inspections

Identified below are recommendations made at previous inspections under Regulation of Care Act 2013 and progress to date:

<table>
<thead>
<tr>
<th>No</th>
<th>Standard</th>
<th>Recommendations</th>
<th>Met/not met</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Please complete the provider action plan sections beneath each requirements and recommendation sections providing details of action taken (or to be taken) with timescale for each.

The inspector would like to thank the management, staff and service users for their co-operation with this inspection.

If you would like to discuss any of the issues mentioned in this report please do not hesitate to contact the Registration and Inspection Unit.

**Inspector:** Jenny Percival  
**Date:** 14/03/17
**Provider’s comments /response**

**To:** The Registration and Inspection Unit, 3rd Floor, Murray House, Mount Havelock, Douglas IM1 2SF

**From:** Fiona Dawson, The Children Centre After School & Holiday Club

I / we have read the inspection report for the unannounced inspection carried out on 21/02/17 & 3/03/17 at the establishment known as The Children Centre After School and Holiday Club, and confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s).

☒

I/we agree to comply with the requirements/recommendations within the timescales as stated in this report.

☒

Please return the whole report which includes the completed action sections to the Registration and Inspection Unit within 4 weeks from the receiving the report.

Or

☒

I/we am/are unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s)

☐

State any factual inaccuracies found:

Click here to enter text.

Signed
Manager

Print name
Jennifer Coyle

Date
27/03/2017

Signed
Responsible person
Fiona Dawson

Date
27/03/2017

Action plan/provider’s response noted and approved by Inspector:

Date: 3/04/17 Signature/initials JP