Isle of Man Government
Reiltys Ellan Vannin

Department of Health and Social Care
Rheynn Slaynt as Kiarail y Theay

Inspection Report

Regulation of Care Act 2013

Child Day Care Centres

Name of Service: Park House Nursery

Unannounced Inspection

Inspection Completed on: 24 March 2017

Time: 9.20am – 10.45am

Registration and Inspection Unit 3rd Floor,
Murray House, Mount Havelock
Douglas, Isle of Man, IM1 2SF

Contents

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: Park House Nursery **Tel No: (01624)** 679225

Registration number ROCA/P/0170

Address:
IOM Business Park
Cooil Road
Braddan

Conditions of Registration

Registered Number of Children:
Forty eight (48) children in total and the children looked after are to be aged two years or above.

(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
Park House Nursery is a purpose built nursery set in Isle of Man Business Park. It is close to a residential area and shops.

The nursery follows the Early Years Foundation Stage curriculum and promotes learning through play. Regular assessments are carried out on the children and there is a good balance of adult-led and child-led activities.

The nursery is staffed with qualified child care practitioners who have a wealth of experience and skills to care for children. To ensure the children's safety, the setting exceeds the minimum staffing requirements.

There are a number of rooms within the nursery mean children are able to be split into smaller groups where more individual attention can be given.

Email Address:

Registered person/company: Park House Nursery Ltd

Responsible Person: Dawn Wilders

Name of Registered Manager: Natasha Gregson

Registration number ROCA/M/077

Person in charge at the time of the inspection: Natasha Gregson

Date of latest registration certificate: 12 February 2014

Assessed risk level of service: Low

Pre-inspection: Low
Post-inspection: Low

Date of any additional regulatory action: None

Date of previous inspection: 2 March 2016

Days open: Monday – Friday.

No of children at the time of the inspection: 44

Number of staff present during the inspection: Nine

Name of Inspector(s) Becci Réa and 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
Assessment could not be carried out during the inspection due to certain factors not being available.

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.

Areas of good practice / Feedback from parents:
Responses from parents reflected a satisfaction of the service being provided. In response to the question 'What do you like best about the setting?' the following comments were given:

'My **** is happy and settled. We have never worried about leaving **** and the staff genuinely care for ****.'
'Very friendly staff and my child always seems happy to go.'

Quality improvements subsequent to the previous inspection:
Extensive work has been carried out on the slope behind the garden to the rear of the premises.

Areas for improvement
The manager must ensure the outside play equipment is cleaned and that all child records contain the missing information.

Relationship between staff and children:
The staff team interacted naturally with the children and there was age appropriate banter observed between them. The children seemed to be happy during the inspection as they were chatting, playing and totally engaged in what they were doing.

The staff team were observed getting down to the children's level when they were speaking and the body language was open and friendly. Staff gave the children lots of praise and encouragement and the children responded positively to them.

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:

Compliant

Reasons for our decision

The premises were welcoming and brightly decorated with children's work. A rolling decoration programme is in place to ensure the premises are maintained in good order.

Room temperatures were checked throughout the nursery and found to be above the required minimum of 18°c.

Each room was laid out to accommodate all areas of learning as well as offering provision for quiet activities. The activities were spread out and ensured the children were able to move freely between the different activities without disturbing each other.

There was sufficient equipment available to help meet the needs of the children attending the setting. Children had use of child-sized tables and chairs and a wide range of resources and materials.

There were six child-sized toilets and hand basins. All were in good condition. There were separate facilities for the staff team.

The setting has a large kitchen and it was found to be clean, hygienic and in good order. The area was also used as a dining area for the children and appropriate measures were in place to ensure the children's safety and well-being.

Children have use of a large outdoor area. The area was observed to be secure, safe and well maintained.

There was a secure area for the storage of confidential information as well as an area where staff could speak in confidence to parents.

Requirements and recommendations

None

Provider's action plan

Not applicable

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:

Compliant

Reasons for our decision
There were a variety of written risk assessments available for inspection.

Daily safety checks are being carried prior to the children's arrival and these were clearly recorded.

Hot water temperatures were checked during the inspection and found to be safe for the children as they were all below 43°c.

Fire extinguishers were in place throughout the premises and there was a fire blanket in the kitchen. There was written evidence available to show that all fire equipment was being maintained annually.

There were fire notices displayed throughout the setting and all fire exits were observed to be clear. There was a written record available that evidenced that regular fire drills are being carried out to ensure everyone is aware of the evacuation procedure and the fire alarm system is being checked at the appropriate intervals

There was a selection of electrical equipment at the setting and evidence was available to show that that all had been tested (PAT) in July 2016 to ensure they do not pose a risk to the children.

RIDDOR information was displayed and the manager informed the inspector that no incidents have occurred that would need to be reported.

All sharp items and hazardous substances had been made inaccessible to the children. The manager had ensured that COSHH information was displayed and available to the staff team.

There were good security measures in place to prevent unauthorised access into the building. Doors are locked and only opened by the staff team. Although known to the team, the inspector's identity card was checked before being allowed into the setting. There was a visitor's book available and the staff team were vigilant in ensuring the inspector signed in and out of the premises.

The setting had outdoor areas to the rear and side of the property. All areas were observed to be safe, secure and fit for purpose. There were grassed areas and other areas covered with an impact absorbing surface.

There was appropriate Public Liability insurance in place and the certificate was clearly displayed

Requirements and recommendations
None

Provider's action plan
Not applicable

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 12 - Working in partnership with parents and carers

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:

Compliant

Reasons for our decision
The setting had made their Statement of Purpose, policies and procedures available to the parents.

There was a written complaints policy displayed that included the settings procedure for dealing with a complaint as well as the address and contact details of the Registration and Inspection Unit. This ensured the information was available to parents.

Parents have the opportunity to see samples of their children's work on a regular basis as the staff team display the children's art work throughout the nursery.

The setting is proactive is ensuring parents are kept informed of what their children are doing whilst at the setting. Each child has their own journal in which photographs, observations and samples of their work are entered. The staff team spend time speaking to the parents about their child's day and regular there were notice boards that displayed a variety of information.

To ensure the safe collection of the children attending, the staff team only release the children to named persons. There was a policy available that explained the arrangements in place for the safe arrival and departure of the children.

Requirements and recommendations
None

Provider's action plan
Not applicable

Any Other Areas Examined

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
The records of the setting's new staff member were checked during the inspection and found to contain all the required information.

Requirements and recommendations
None

Provider's action plan
Not applicable

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 team were observed to be consistent in their approach to managing the children's behaviour. Praise and encourage was given to the children and they responded positively to the staff team.

All staff had a quiet and relaxed approach towards the children and this helped to create a calm atmosphere. The children were observed to be well behaved, happy, engaged and stimulated throughout the morning.

Requirements and recommendations
None

Provider's action plan
Not applicable

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
Samples of children's records were assessed and some were found not to contain all the required information. The manager must review the documents to ensure there are sections where parents can inform the setting about any social, emotional and/or behavioural needs their child may have as well as any cultural needs.

Requirements and recommendations
Standard 14.1
Individual child records must include information about any social, emotional and/or behavioural needs their child may have as well as any cultural needs. **To be completed immediately**

Provider's action plan
Child Records that Parents/guardians are required to complete before their child commences Nursery have now been updated to include information about any social, emotional and/or behavioural needs their child may have and also any cultural needs.

Other areas identified during this inspection / Or previous requirements which have not been met
Standard 7.1 When the inspector examined the large play equipment outside, it was noticed that some needed to be cleaned as they had areas covered with algae. **To be actioned immediately**
The outside play equipment has been cleaned.

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:

No	Regulations/Standards	Requirement/date for compliance	Met/not met
1	Standard 14.1	The management to ensure all the required information is included in the children's individual records **Immediate**	Not Met

Good practice recommendations from previous inspections

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

No	Standard	Recommendations	Met/not met
		None	

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: Becci Réa & Jenny Percival **Date:** 5 April 2017

Provider's comments /response

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

From: Dawn Wilders and Natasha Gregson

I / we have read the inspection report for the unannounced inspection carried out on **24 March 2017** at the establishment known as **Park House Nursery**, 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). ☐yes

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

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 **Natasha Gregson/Dawn Wilders**

Print name **Natasha Gregson/Dawn Wilders**

Date **9.5.17**

Signed **Dawn Wilders**
Responsible person

Date **9.5.17**

Action plan/provider's response noted and approved by Inspector:
Date: 10/05/17 **Signature/initials** BR & JP