

Regulation of Care Act 2013

Child Day Care Centres

CRANFORD NURSERY

Unannounced

Inspection Completed on

18 OCTOBER 2017 AT 10.10AM

*Registration and Inspection Ground Floor,
St George's Court, Hill Street,
Douglas, Isle of Man, IM1 1EF*

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 against standards

Part 3: Inspection information

Part 4: Inspection Outcomes and Evidence and Requirements

For this inspection the Unit has decided to inspect:

Standard 7 - Health
Standard 13 – Safeguarding
Standard 14 – Documentation

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

Standard 2.6 - Organisation
Standard 3.5 - Care, Learning and Play
Standard 3.10 - Care, Learning and Play
Standard 6.4 - Safety
Standard 6.5 - Safety

Part 5: Provider's comments and response

Part 1 Service Information

Name of Service:
CRANFORD NURSERY

Tel No: (01624) 676086

Care Service Registration Number ROCA/P/0089A

Address:
116 Woodbourne Road
Douglas
Isle Of Man

Conditions of Registration**Registered Number of Children:**

The registered person must not look after more than twenty-six (26) children aged 2 years and 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.

Email Address:

Registered person/company:
Cranford Nursery School Ltd

Responsible Person:
Fiona Harcourt

Name of Registered Manager:
Fiona Harcourt

Registration number ROCA/M/0089

Person in charge at the time of the inspection:
Vicki Hargreaves

Date of latest registration certificate:
17/10/17

Date of any additional regulatory action in the last inspection year (ie improvement measures or additional monitoring):
None

Date of previous inspection:
27/09/16

No of children at the time of the inspection:

13

Number of staff present during the inspection:

3 & 1 Volunteer

Name of Inspector

Jenny Percival

Part 2 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.

Part 3 - Inspection information

The purpose of this inspection is to check:

- Is the care safe?
- Is the care effective?
- Is the care compassionate?
- Is the service well led?

| No | Standard | Requirements/recommendations from previous inspection | Met/not met |
|----|----------|--|-------------|
| 1 | 6 | Maintain a record of staff and children on outings. IMMEDIATE | Met |
| 2 | 12 | Complaints procedure to maintain the correct contact details for the Registration and Inspection Unit. IMMEDIATE | Met |
| 3 | 2 | Copies of identification of the staff must not be kept. IMMEDIATE | Met |
| 4 | 14 | All children's records must include the following; <ul style="list-style-type: none"> • Any social, emotional and /or behavioural needs • First language/ any additional languages spoken • Any cultural needs • Photo for each child IMMEDIATE | Met |

Feedback from relevant parties

'The nursery is fantastic, friendly with a homely atmosphere'

'I can look on the door to see what ***will be doing but it's on the parents only face book page, which is very informative'

'my **** loves nursery, she adores Cranford'

'I love the fact the nursery is small it's like one big happy family'

'I'm a teacher and I can highly recommended this nursery to my friends'

'***** loves the garden+ the bikes'

| Part 4 Inspection Outcomes and Evidence and Requirements |
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| Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 7 - Health |
| <p>OUTCOME: The registered person must promote the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.</p> |
| <p>Our decision:</p> <p>Compliant</p> |
| <p>Reasons for our decision</p> <p>The premises, toys and equipment were clean. Cleaning products were inaccessible to the children.</p> <p>The staff used wet wipes during nappy changing routines and the children were not using hot water unsupervised.</p> <p>The registered manager confirmed that none of the children attending the nursery required any technical medical intervention that required individual staff training.</p> <p>Written records were viewed that confirmed the parents' permission to administer any medication and an acknowledged signature when medicine had been given.</p> <p>There were no animals kept at the nursery.</p> <p>There were first aid kits which contained relevant items and the registered manager confirmed that a first aid kit was taken with the staff on outings.</p> <p>The staff records were checked and there was evidence of up to date first aid training.</p> <p>There was a 'no smoking' policy.</p> |
| <p>Requirements and recommendations</p> <p>None</p> |
| <p>Provider's action plan</p> <p>N/A</p> |

| Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 13 - Safeguarding |
|---|
| <p>OUTCOME: The protection of the child must be the registered person's first priority.</p> |
| <p>Our decision:</p> <p>Compliant</p> |
| <p>Reasons for our decision</p> <p>The responsible person/registered manager was aware of current Safeguarding Policy and Procedures.</p> <p>All staff had received safeguarding training. Through the training the staff are made aware of possible signs and symptoms of children at risk and aware of their responsibility to report, without delay, concerns to the police or social services.</p> <p>The registered manager (Fiona Harcourt) was the named designated person to liaise with the safeguarding board if necessary.</p> <p>The service had a 'key worker' system, but the children interacted with all staff to safe guard against the risk of 'grooming'.</p> <p>The registered manager was aware that when she is 'supernumery' to the staff/ child ratio that part of her daily routine is to supervise the toileting and changing routines.</p> <p>Children's records include named persons who are authorised by the parents to collect their child.</p> <p>Mrs Harcourt confirmed that there had not been any identified safe guarding concerns.</p> |
| <p>Requirements and recommendations</p> <p>None</p> |
| <p>Provider's action plan</p> <p>N/A</p> |

| Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 14 - Documentation |
|--|
| <p>OUTCOME: Robust records, policies and procedures which are required for the efficient and safe management of the provision must be in place and be maintained.</p> |
| <p>Our decision:</p> <p>Substantially compliant</p> |
| <p>Reasons for our decision</p> <p>There was a 'Statement of Purpose' as required by the Regulation of Care Act 2013. This was displayed in the entrance hall and had been reviewed.</p> <p>There was a written record of information for each child included on the register. A random selection of files was picked to look at the details contained.</p> |

The criteria for standard 14.2 had been included on each record.

Records were maintained to meet with standard 14.3, these included the following;

- Any accidents and/ or incidents, although not all had parental signatures to acknowledge that they had been informed
- Any exclusions as a result of an infectious illness, although some of these were recordings of accidents
- Any medication administered

Public liability and employers insurance cover was in place.

The daily attendance of both staff and children had been recorded to include the arrival and departure times.

A visitor's book was in place and the inspectors had been requested to sign in on arrival.

A record of outings had been kept including the names of both the children and staff.

The Registration and Inspection Unit had been 'notified' of an incidents or exclusions when required.

Staff had not been made aware that were required to notify their employer if they committed an offence.

There were a number of policies and procedures in place to meet standard 14.15, these included the following;

- Whistle blowing
- Intimate and personal care
- Equal opportunities
- Confidentiality
- Access to the service by non staff members
- Lone working
- What to do in the event of a missing child
- What to do in the event of failure to collect a child
- Additional needs
- Safeguarding

However the policies and procedures need to be reviewed and missing policies written.

There had been no new staff member's records to view since the last inspection. Each of the current staff had a record of their personal details and a training profile with up to date training recorded.

Staff meetings were held on a monthly basis and staff 1-1 supervision were every 3 months.

Requirements and recommendations

1. The records of accidents to include parental signatures to acknowledge that they had been informed.
IMMEDIATE
2. Staff to be informed that they are required to notify their employer if they commit an offence.
IMMEDIATE
3. All policies and procedures to be reviewed.
IMMEDIATE
4. The following policies and procedure to be written;
 - Retention of records including the safe disposal of them

- Intimate and personal care
- Bullying
- Care, learning and play

IMMEDIATE**Provider's action plan**

Policies stated have been reviewed, re written and updated.

All policies are constantly being reviewed and updated

Staff have signed to say they will notify management if anyone receives a criminal record.

Accident records have been double checked and signed off by parents.

All 4 requirements have been met.

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| ANY OTHER AREAS EXAMINED |
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| Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 2.6 – Organisation |
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Criteria:

Providers must take account of the differences between school age and pre-school children and must accommodate each group in separate activity rooms.

Our decision:

Compliant

Reasons for our decision

The registered manager confirmed that after school/ holiday care children were accommodated in separate rooms to the preschool aged children.

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 3.5 – Care, Learning and Play |
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Criteria:

The registered person and their staff must observe and record what children do and use their observations to plan the next steps for the children's play, learning and development.

Our decision:

Compliant

Reasons for our decision

Observations on the children were being completed and these supported the individual learning needs of the child. A curriculum plan was being used on the basis of the Early Years Foundation Stages (EFYS). Progress reports were being completed along with samples of children's art work.

Requirements and recommendations

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|--------------------------------------|
| None |
| Provider's action plan N/A |

| Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 3.10 – Care, Learning and Play |
|---|
| Criteria: 3.10 The registered person and their staff must implement a system to ensure they meet the pre-school aged children's individual needs in order to support their readiness for school. |
| Our decision: Compliant |
| Reasons for our decision The staff had completed reports on the individual child's needs and development stages of learning. This supported the pre-children in readiness to move on to school. Schools had been invited to meet the children at the nursery to enable a smooth transaction. |
| 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 6.4 & 6.5 - Safety |
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| Criteria: Children must not be exposed to water temperatures above 43°C. The surface temperature of radiators and pipes which are accessible to children must not exceed 43°C. |
| Our decision: Compliant |
| Reasons for our decision The temperature of the water accessible to the children was measured and was found to be below the required maximum of 43°C. The surface temperatures of the radiators accessible to the children was below the maximum of 43°C. |
| Requirements and recommendations None |
| Provider's action plan N/A |

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: 15/11/17

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| Part 5 Provider's comments/response |
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To: The Registration and Inspection Unit, Ground Floor, St George's Court, Hill Street, Douglas IM1 1EF

From: Mrs Harcourt

I / we have read the inspection report for the unannounced inspection carried out on **18/10/17** at the establishment known as **CRANFORD 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).

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 : |
|---|

None.

AN EXCELLENT INSPECTION REPORT

Signed

Manager

Fiona Harcourt

Print name

Fiona Harcourt

Date

20/2/18

Signed

Responsible person

Fiona Harcourt

Date

20/2/18

| |
|---|
| Action plan/provider's response noted and approved by Inspector: |
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Date: 22/02/18

Signature/initials JP