Regulation of Care Act 2013

Child Day Care Centre

Butterflies Day Nursery

Unannounced Inspection

17 September 2018
Contents

Completing and returning your report

To complete your report form, enter text by clicking on the box, use the tab key to move to the next box.

1. Provider’s action plan and response
   a. Add details of your actions to complete the requirements/recommendations (if applicable)
   b. Confirm you have read and agree/disagree the contents of the report by clicking on the appropriate box
   c. Sign (type name when returning electronically) and date

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

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

Part 1: Service information
Part 2: Descriptors of performance against Standards
Part 3: Inspection Information
Part 4: Inspection Outcomes and Evidence and Requirements
Part 5: Provider’s action plan and response
Part 1 - Service Information for Registered Service

Name of Service: Butterflies Day Nursery
Tel No: (01624) 897226

Care Service Number: ROCA/P/0174A

Address:
The Mill
Sulby Glen
Sulby
IM7 2BB

Conditions of Registration:
The registered provider must not care for more than 40 children aged between 2-8 years.

Registered company name: N/A

Name of Responsible Person: Miss Catherine Simpson
Name of Registered Manager: Miss Catherine Simpson

Manager Registration number: ROCA/M/0075

Date of latest registration certificate: 13 February 2014

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

Date of previous inspection: 8 September 2017

Number of children present at the time of the inspection: 17

Number of staff present at time of inspection: 4

Number of children registered at the service: 42

Person in charge at the time of the inspection:
Miss Catherine (Cat) Simpson

Name of Inspector(s):
Jenny Percival and Becci Rea
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 the service against the service specific minimum standards – Section 37 of The Regulation of Care Act 2013 and The Regulation of Care (Care Services) Regulations 2013.

Inspections are generally themed, concentrating on specific areas on a rotational basis and for most services are unannounced.

The inspector is looking to ensure that the service is well led, effective, safe and compassionate.

<table>
<thead>
<tr>
<th>No</th>
<th>Standard</th>
<th>Requirements/recommendations from previous inspection</th>
<th>Met/not met</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7</td>
<td>Parental signature to acknowledge that they had administered the first dose of any medication to be given to their child to be placed on the medication forms</td>
<td>Met</td>
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<tr>
<td></td>
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<td>Immediate</td>
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<tr>
<td>2</td>
<td>14</td>
<td>Children’s records to include the following:</td>
<td>Met</td>
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<td>• Any additional languages spoken</td>
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<td>Immediate</td>
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<tr>
<td>3</td>
<td>4</td>
<td>The premises must be maintained in a suitable state of repair and decoration. To be completed by 31/12/17</td>
<td>Met</td>
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</table>
Part 4 - Inspection Outcomes, Evidence and Requirements

**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)**

**Standard 2 - Organisation:**
The registered person must meet the required adult: child ratios and ensure that training and qualification requirements are met.

**Our Decision:** Compliant

**Reasons for our decision:**
On the day of the inspection and according to the records maintained the service had sufficient staff to manage the service appropriately.

The staff had been deployed effectively.

There was at least 50% of the staff with a relevant qualification. Emergency staffing cover was provided by the establishment.

With regard to an appropriate management training course, this has not yet been agreed by the Registration and Inspection Unit. Once this has been done, the manager stated she would undertake the required training. As this is currently out of her control, no requirement will be made as part of this inspection report.

**Evidence Source:**

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<tr>
<th>Observation</th>
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**Requirements and Recommendations**
None

**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)**

**Standard 8 - Food and Drink:**
Children must be provided with regular drinks and food in adequate quantities for their needs.

**Our Decision:** Substantially compliant

**Reasons for our decision:**
Fresh drinking water and juice was available. The parents of children had been asked to provide their child/children with a packed lunch if they wanted them to stay through lunchtime. The lunch boxes, if they contained any perishable foods, were placed in a fridge. The provider supplies snacks which had been stored appropriately.

There was at least one member of staff on duty that had completed training in 'food safety hygiene’. However this training was out of date and not all the staff had some form of food hygiene training.

Children’s records included any dietary requirements for the individual child.

**Evidence Source:**
Requirements and Recommendations

One

**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 - Physical Environment**

4.2 The premises must be clean, well lit, usually with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.

**Our Decision:** Compliant

**Reasons for our decision:**
The premises were clean and had been redecorated since the last inspection. New floor covering had been placed in the play rooms. There were plenty of windows to provide natural light and plenty of artificial lighting. The rooms were adequately ventilated.

**Evidence Source:**

Requirements and Recommendations

None

**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 - Safety**

6.24 There must be clearly defined procedures for emergency evacuation of the building, which include any special measures to be taken where children are located above or below ground level; these procedures are known to all staff and used for training purposes on a regular basis.

**Our Decision:** Compliant

**Reasons for our decision:**
Procedures for emergency evacuation of the premises were displayed within the nursery. These were used to form part of the staff training for the safe evacuation of staff and children.

**Evidence Source:**

Requirements and Recommendations

None

**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 - Safety**

6.26 Fire drills must be carried out with children in a manner that is appropriate to their age and understanding at least once a term and a written record kept.

**Our Decision:** Compliant
Reasons for our decision:
Fire drills had been recorded with the last drill completed 13 July 2018.

Evidence Source:

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Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)

Standard 6 – Safety

6.27 A fire log book must be kept detailing the maintenance and testing of the fire alarm system and must be available for inspection.

Our Decision: Substantially compliant

Reasons for our decision:
The fire log book was viewed and contained details of the maintenance and testing of the fire alarm system. All checks had been completed at the appropriate intervals with the exception of the emergency lights. These had been recorded as being last tested on the 11 July 2018.

Evidence Source:

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Requirements and Recommendations
One

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)

Standard 6 – Safety

6.31 A fire warden must be identified and that person must complete appropriate training.

Our Decision: Compliant

Reasons for our decision:
There were staff who had completed fire warden training.

Evidence Source:

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Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)

Standard 6 – Safety

6.32 All staff must receive training in fire prevention.
Our Decision: Compliant

Reasons for our decision:
There were training certificates to evidence that all the staff had received training in fire prevention from a competent provider.

Evidence Source:

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Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 - Documentation
14.2 Individual records of each child must contain:
- 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 (including allergies).
- Dietary requirements and preferences.
- Any social, emotional and/or behavioural needs.
- First language/any additional languages spoken.
- Any other cultural needs.
- Permission to seek emergency medical advice and treatment.

Our Decision: Compliant

Reasons for our decision:
Children’s records were sampled and they were found to contain all of the above stated criteria.

Evidence Source:

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Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 - Documentation
14.3 Records must be kept of all matters affecting children attending the day care centre, including:
- Any accidents and/or incidents (signed by parents).
- Any exclusions as a result of an infectious disease.
• Any medication being administered.
• Any child safeguarding concern and any subsequent multi-agency meetings.
• Any concerns or complaints raised; including the action taken.
• Any person living or likely to be living on the premises where child day care is being carried on.
• Any behavioural issues/concerns.

Our Decision: Compliant

Reasons for our decision:
All of the above records were in place and being maintained.

Evidence Source:

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Requirements and Recommendations
None

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 - Documentation
14.6 There must be a maintained, accurate system of recording each staff members and child’s attendance at the service. The arrival and departure times must be included and the child’s date of birth.

Our Decision: Substantially compliant

Reasons for our decision:
There was a register that included the children’s arrival and departure times and date of birth. The staff register included the staff arrival and departure times, but no written record of the lunch times.

Evidence Source:

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<th>Observation</th>
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Requirements and Recommendations
One

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 - Documentation
14.7 A visitor’s book must be maintained within the service. This needs to identify arrival and departure times and the purpose of the visit.

Our Decision: Compliant

Reasons for our decision:
There was a visitors book that the inspectors were requested to complete. All the relevant criteria were included.
Evidence Source:

| Observation | Records | ✔ Feedback | Discussion |

Requirements and Recommendations
None

Parental questionnaires confirmed that they were satisfied with the quality of care provided by Butterflies, the friendly staff and nurturing environment both indoors and outdoors.

The inspectors 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 or identify any inaccuracies, please do not hesitate to contact the Registration and Inspection Unit.

Inspector:  Jenny Percival and Becci Rea  Date:  19 September 2018
Part 5 - Provider’s action plan and response.

The provider must complete this page in respect of all the requirements made within the report.

Requirements and Recommendations

1. Standard 14.6. There must be a written record to include the times the staff have their lunch breaks.
   **Timescale:** Immediate

2. Standard 6.27. The emergency lights must be tested monthly and a written record of the results maintained.
   **Timescale:** Immediate

3. Standard 8.6. Staff must have up to date food hygiene training.
   **Timescale:** Immediate

Provider’s Action Plan

Requirements and Recommendations

1. **Standard 14.6** There must be a written record to include the times the staff have their lunch breaks.

   **Providers action plan** - A written record is now kept in staff diary and register

2. **Standard 6.27** The emergency lights must be tested monthly and a written record of the results maintained.

   **Providers action plan** - tested and recorded following inspection and monthly there after

3. **Standard 8.6** Staff must have up to date food Hygiene training

   **Providers action plan** - Registered provider has achieved a Level 2 Food Hygiene and safety certificate. In house training will take place with the remainder of team. Contact has been made to DEFA and UCM to enquire re any forthcoming training.

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**To:** The Registration and Inspection Unit, Ground Floor, St George’s Court, Hill Street, Douglas, Isle of Man, IM1 1EF

**From:** Miss Catherine Simpson

I / we have read the inspection report for the unannounced inspection carried out on **17 September 2018** at the establishment known as **Butterflies Day 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.

☒

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) ☐

Please return the whole report which includes the completed action sections to the Registration and Inspection Unit within 4 weeks from receiving the report. Failure to do so will result in your report going on line without your comments.

Signed
Responsible Person  C Simpson
Date  11/10/2018

Signed
Registered Manager  Click here to enter text.
Date  Click here to enter text.

Action plan/provider’s response noted and approved by Inspector:
Date: 22/10/18  Signature initials: JP