

Annual Inspection Report 2022-2023

Puddleducks Nursery

Child Day Care Centre

25 & 26 August 2022



Isle of Man
Government
Killey Ellan Vannin

DHSC

We carried out this announced inspection on 25 August 2022 and 26 August 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Puddleducks 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

Areas of improvement were identified as a result of this inspection.

The registered manager was not proactive in her management of the nursery or staff team.

Three members of staff were found to have started working at the setting prior to all checks being in place. The manager informed us she thought staff could start at the setting with just a Disclosure and Barring Service (DBS) check in place.

There was no quality assurance system in place. The leadership of the setting did not monitor or review the quality of care being provided which meant staff were not being supported to meet the children's individual needs.

The premises, play resources and equipment were found to need cleaning and many areas were in need of decoration. All areas found during the inspection were shown to the registered manager and proposed new responsible person. The inspector was informed by the proposed new responsible person that a housekeeper will be employed to assist the staff team with addressing and maintaining the cleanliness of the setting.

The condition of some equipment and resources available to the children were observed to be in a poor state of repair. It was also noticed there was a lack of toys/resources available which meant children had limited choices as to what they could play with.

The registered manager and staff did not demonstrate an understanding of managing children's behaviour. There was no consistent approach amongst the team or strategies in place to promote and support positive behaviour.

Children with communication needs were not being supported to have a voice. The system being used by the staff team was not fit for purpose.

Play resources and equipment available to the children did not reflect cultural diversity or inclusivity. Creating an inclusive environment ensures everyone feels comfortable and equal. It also develops children's awareness and respect for other people.

The submitted PIR was not completed by the registered manager and contained information that was not correct or relevant to the service by provided.

We received mixed feedback from families using Puddleducks Nursery.

We found the following areas where the service needs to make improvements:

- The setting's recruitment procedure needs to be reviewed in order to ensure new members of staff do not commence their employment until all pre-employment checks have been completed.
- The registered manager needs to develop their management and leadership skills
- A system needs to be implemented to monitor, review, support and improve staff practice.
- Documents need to be accurate, legible and up to date.
- The registered manager and staff team need to source and attend training that develops their knowledge and understanding of managing children's behaviour and infection control.
- The premises, equipment and play resources need to be cleaned.
- The decoration of the premises needs to be addressed.
- The setting needs to ensure the children have access to a wide variety of age appropriate toys and resources
- Steps need to be taken to ensure children with communication needs are fully supported to have a voice
- Observations need to be regularly carried out to ensure planning is effective and children's development and learning are promoted.
- Action is needed to ensure the environment is engaging, inclusive and reflect diversity.

At this inspection we found improvements had been made in response to the previous inspection.

About the service

Puddleducks Nursery is located in Douglas. They are registered to care for 62 children aged 2 years and above. The setting operates over three floors and has nine playrooms, two kitchens, three bathrooms and an office. There are two outdoor play areas for the children to use. Parents provide a packed lunch for their own child and the setting provides snacks for all the children.

Registered manager status

The service has a registered manager. 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 announced inspection was part of our annual inspection programme which took place between April 2022 and March 2023.

Inspection activity started on 23 August 2022 and the service was visited on 25 August 2022 and 26 August 2022.

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) and supporting documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 25 families using the service. Twelve responses were received.

During the inspection

We reviewed seven children's individual care records, three completed medication forms and the attendance records for the staff team and children. The files for three new members of staff were examined in relation to recruitment, induction and supervision as well as a variety of documents relating to the management of the service.

We looked at the online application used by the service, planning documents and systems in place for supporting children.

The proposed new responsible person for the nursery was present during both days of the inspection. We spoke to two members of staff, the registered manager and the proposed new responsible person. Observations were carried out using an observational framework for inspection. This is a way of observing care to help us understand the experience of children and staff team.

An inspection of the premises was undertaken and the issues found were shown to the registered manager and proposed responsible person.

The registered manager informed us she had not completed the submitted Provider Information Return but had read the document before it was submitted. Referring

information supplied in the response during the inspection, identified that not all was correct or relevant to the service so time was spent reviewing the content with the registered manager.

After the inspection

The findings from the inspection were escalated to the Head of the Registration and Inspection team.

SECTION C Inspection Findings

C1 Is the service safe?

Our findings:

Safe – this means we looked for evidence that children were protected from abuse and avoidable harm. The service requires improvement in this area.

This service was found not to be safe.

Systems, processes and practices to safeguard children from abuse.

The setting had a Safeguarding policy. The procedure did not provide relevant information to follow should they need to report a concern about a child at risk. The information related to UK procedures and organisations not relevant to the Isle of Man. The document also referred to out of date Isle of Man Government departments.

Examination of the submitted staff training matrix showed three members of staff had not undertaken Safeguarding training. The registered manager said there were problems enrolling the staff on the appropriate training course so had arranged for in-house training to be delivered as an interim measure to ensure staff were aware of the signs of abuse and what action they need to take. We were informed two of the staff had now completed the training but there was no evidence to verify this. We requested the certificates to be submitted when they are received.

Staffing ratios and recruitment

Staffing levels were observed to be safe on both inspection days. There were three staff and the registered manager caring for 19 children on 25 August 2022 and three staff and the registered manager caring for 15 children on the second day of inspection. Due to previous staffing issues, there have been occasions when the registered manager sought approval from the Registration and Inspection team to go into ratio. This meant the 1:8 adult:child ratio was adhered to but the registered manager was not supernumerary.

We were made aware that children are not taken on outings on a regular basis. The registered manager said it was due to not having sufficient staff to enable small groups of children to be taken out but they do spend time in the outdoor play area. As new staff are being recruited, it is the registered manager's intention to ensure trips out become more frequent.

There were three members of staff who had been employed at the setting since the last inspection. There was no assurance they were suitable to work with children prior to their respective start dates as all had commenced their employment before the pre-employment checks had been completed. We were unable to confirm the Disclosure and Barring Service (DBS) check certificates were current as the issue dates were not recorded and there was no evidence to show what documents had been seen to verify each staff member's identity. Staff had not completed a health declaration to confirm they had no health concerns the registered manager needed to be aware of, or support them with. The dates documents were received were found to be incorrectly recorded. A social services suitability check was recorded as being received on the same day it was requested, when in fact it was received a month later.

The checklist for a relief member of staff showed the social services suitability check had still not been received and due to the length of time the person has lived on island, an out of area check was needed but had not been carried out nor was there evidence to show a relevant

work permit was in place. There was no evidence to show the DBS in place was for child workforce.

The nursery is owned by a company. The present responsible person carries out the DBS checks and the registered manager is responsible for carrying out all other checks. Through discussion, the registered manager confirmed to us that she had not seen the staff members' original DBS certificates.

Assessing risk, safety monitoring and management

Risk assessments were in place. They covered activities both indoors and outdoors. The registered manager and proposed new responsible person were in the process of reviewing the assessments to ensure they were robust and effective.

The building and grounds were found to be secure. The front door was locked and could only be opened by members of the staff team. The back door to the setting was found to be secure but the key was accessible to the children as it had been left in the lock.

Examination of submitted documentation showed weekly fire alarm tests were being carried out. The person carrying out the test had signed the entry in the fire log book. An entry was noted and queried as the initials of the person carrying out the test did not correspond to the list of staff working at the setting. We were informed by the registered manager that she was on holiday on the date in question and noticed the entry on her return. No actions were taken to determine the identity of the person, why they were in the nursery or why they had carried out the test.

To be able to open the windows and ventilate the rooms, restrictors were placed on the windows throughout the setting. It was observed that some of them were ineffective and posed a risk to the children. This had been noticed by the registered manager but no steps had been taken to minimise the possible risks.

Records are legible, accurate and up to date

Records used for the safe management of the service were not always legible or accurate. Dates were incorrectly recorded, forms had not been completed, the full names of children and staff and children's dates of birth had not been recorded and some information recorded was unclear as it had been scored out and written over. The attendance register had been left within reach of the children and they had drawn over the pages making the information recorded illegible and difficult to accurately know who was in the building at certain times.

Using medicines safely

Systems were in place for the administration of medication. There was an up to date policy in place and all medicines were clearly labelled and stored safely out of reach of children. Prescribed medication is not accepted unless it is in the original packaging complete with the prescription label in order to verify the medication to be given has been prescribed for the named child.

The nursery also administers over the counter medicines and creams. We found nappy cream being used in the children's bathroom was not labelled and was out of date.

In order to meet the children's individual medical needs, members of the staff team have attended appropriate training to ensure they are able to administer specific medicines safely. Parents are asked to complete the relevant documentation prior to the administration of any medicines. Only senior staff administer medication and a record was made when this had been done.

Preventing and controlling infection

Parents are asked not to send their children to the setting if they have an infectious illness and there was a policy in place to support this. Personal protective equipment (PPE) was available and staff members were observed wearing gloves and aprons when changing nappies and when supporting children at lunchtime.

During the inspection, we observed children being encouraged to wash their hands before having food and after using the toilet.

The premises, resources and equipment were found not to be clean. We found shelving, storage units and surfaces covered with dust, ingrained dust and dirt in the corner holes of the sleep cots, the creases in the changing mat on the ground floor were filled with dirt/sand and other bits, the changing unit was dusty and dirty, bedding was in poor condition, the large rug in room three was dirty and stained and the carpet in room one was marked and stained. Toys and walls have been drawn over and one of the seats on the children's toilets was found to be badly stained and needed replacing.

The cupboard shelves in the ground floor kitchen were found to need wiping out as they were stained and covered with food particles and the door handles were sticky. The tiling was splashed with food/liquid and the sealant around the edge of the worktop was dirty and coming away from the edges. The area was being used as a storage area for items that do not belong in a kitchen.

The hand sink in the upstairs kitchen was covered in dried paint and the painting materials left on the edges of the sink. Other areas needed cleaning and these were shown to the registered manager and proposed new responsible person.

Shelving was available to store the children's lunchboxes but we observed a number had been placed on the floor even though there was sufficient space of the shelves.

Understanding, preventing and managing behaviour

Staff were not consistent in their approach to managing the children's behaviour and there were no clear strategies in place to support them. Expectations were not in keeping with the ages and level of understanding of the children and staff were not keeping the children engaged. This led to many children becoming fidgety and restless and affected their behaviour.

The children's understanding of right and wrong was not being developed as there were no clear boundaries in place. We observed staff not explaining to children that the behaviour they were displaying was not acceptable and when those children were behaving well, staff were not praising them in order to promote their understanding of positive behaviour.

Changes in behaviour and behavioural incidents were not being recorded and there was no behaviour plan in place that had been agreed by the parents. The record would assist the team to identify possible triggers or patterns in behaviour and enable them to implement effective strategies to support the individual needs of the child. Involving the parents with setting a plan would ensure they were aware and agreed to the steps being taken.

Action we require the provider to take

Key areas for improvement:

- Safeguarding policy needs to be amended to ensure all information reflects Isle of Man
- All staff need to attend safeguarding training to ensure they are aware of the signs and symptoms of a child being harmed.
- Robust system needs to be in place to ensure all persons in the building are known to staff.
- Staff cannot work at the setting until all pre-employment checks have been completed and the original DBS certificate of each new staff member is seen
- Actions are needed to ensure window openings do not pose a risk to the children and that children are unable to access the key for the back door
- Take action to ensure toys and equipment stored in the kitchen are removed and stored in a more appropriate place
- Take action to ensure the premises, resources and equipment are clean
- All persons working at the setting would benefit from attending infection control training
- Ensure records are accurate, legible, complete and up to date
- Steps need to be taken to develop the staff team's understanding and management of children's behaviour.
- A behaviour log needs to be in place and parents need to be involved in setting a behaviour plan when needed
- Consistent and effective strategies need to be implemented and followed in regards to managing children's behaviour.
- Lunchboxes need to be stored appropriately
- Take action to ensure all medicines and creams administered are labelled and in dat

Inspection Findings

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 requires improvement in this area.

This service was found not to be effective.

Staff skills, knowledge and experience to deliver effect care and support

Four of the six staff at the setting held a Level 3 Diploma in childcare, including the registered manager. Mandatory training was not up to date as first aid training, fire awareness training and safeguarding training had not been attended by all staff. The training matrix showed staff have not attended any training to develop their professional practice.

Staff did not have the skills to manage the children’s behaviour. Relevant training needs to sourced and attended in order to develop the team’s awareness and understanding.

Supporting and developing children’s care and development needs

During the second day of inspection, we spent time assessing how the staff team were supporting and promoting the children’s learning and development.

The nursery followed the Early Years Foundation Stage (EYFS) curriculum and used an online application to support this. Topics were changed weekly and children were assigned a keyworker who was responsible for supporting their developmental progress and learning.

Examination of the online application showed the setting was not consistent in carrying out and recording observations on the children. This meant practitioners were not provided with information to enable them to reflect and evaluate and ensure their planning was effective and meeting the children’s needs.

One observation seen showed a child’s language development was not at the expected stage for their age. There was no evidence to show what steps were being taken to promote and support the child’s development in that area.

Resources and activities that promote all areas of learning

The setting had not created an enabling environment that promoted all areas of learning. There was limited amount of play resources and equipment available to the children and rooms were observed to be poorly equipped. The items available did not support the children’s care and development as most were worn and in poor condition.

The lack of play resources meant the children were not being stimulated, challenged or encouraged to become active learners and were not able to select and become involved with their own activities.

Supporting a balanced diet

Parents provide their own child’s lunch. Children had free access to their own drinks and the setting provided fruit for the children to have at snack times.

Working with other agencies to deliver effective care and support

As there were no effective strategies or systems in place, the registered manager should seek advice and guidance from other professionals in order to deliver effective care to the children.

Action we require the provider to take

Key areas for improvement

- Steps need to be taken to ensure all staff have completed their mandatory training
- A training programme needs to be implemented to ensure the staff team are able to continue their professional development
- The registered manager needs to ensure regular observations are carried out, recorded and used to monitor children's development progress and future planning
- Steps need to be taken to ensure children not meeting developmental milestones are supported and their development promoted
- Actions need to be taken to ensure children have access to more play resources and equipment
- All resources and equipment in the nursery need to be in good condition
- The setting should liaise with other agencies and professionals in order to improve the care they are providing.

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 requires improvement in this area.

This service was found not to be caring.

Ensuring children are being treated with kindness, respect and compassion

The condition of resources and equipment and cleanliness of the premises did not demonstrate that the children attending were valued or respected. There were no arrangements to support a children adjusting to changes and expectations were not amended to take into account the effect the changes may have on their behaviour.

Not having the skills to manage the children's behaviour effectively has had an impact on the relationships between staff and some children as only minimum interaction was observed and there were occasions during the inspection when staff appeared hesitant to put the children's needs first.

Maintaining children's dignity, privacy and promoting independence

Arrangements throughout the setting supported staff in maintaining the children's privacy and dignity. Intimate care routines were carried out in the setting's bathrooms and modesty doors were in place to ensure privacy and dignity were maintained for children who were able to toilet themselves.

Responding to children's individual needs and support children with communication needs

To support children with communication needs, we were informed the setting was using the Picture Exchange Communication System (PECS). The system uses picture cards as a means of communication that enables a child to relay their needs and wants.

There were no picture cards available to give the children a voice and enable them to communicate their wants and needs to the staff team. When asked how a child would ask for a drink, we were informed they go to the drinks bottle and point. We asked how children let staff know when they need the toilet, are hungry, or would like to do something specific? No response was given.

Action we require the provider to take

Key areas for improvement

- Steps need to be taken to ensure all children are treated with respect and compassion and have access to the staff team's attention and care
- Steps needs to be taken to ensure the children's independent skills are being promoted
- Action needs to be taken to ensure all children at the setting are able to communicate their wants and needs

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 requires improvements in this area.

This service was found not to be responsive.

Delivering personalised care

Parents are asked to provide information in regards to any cultural needs, dietary preferences/requirements and or any medical conditions their child may have. This information had been shared with the staff team to ensure they were aware of the children’s individual needs.

The service was not promoting equality, diversity or inclusion. The resources and materials in the nursery did not reflect cultural diversity, disabilities or impairments or representations of different family groups. This meant not all children were able to develop a positive sense of self, a sense of belonging or feel valued. It also prevented children from developing an awareness and respect of others and it did not reflect the uniqueness of each child.

There was no evidence to show that children’s interests were being included in the planning and arrangements in place were not meeting the needs of children with additional needs.

Responding to concerns and complaints and using to improve the quality of care

We were informed there had been no complaints made to nursery since the last inspection. The registered manager informed us she would review any concerns raised in order to improve practice.

Supporting children when dealing with significant events

The returned response from the provider stated they would support children during significant events by ‘reading books and sharing stories about transition to school, or about loss’. During the inspection no resources were seen to confirm this statement.

Action we require the provider to take

Key areas for improvement

- Actions are needed to ensure the nursery reflects and promotes equality, diversity and inclusion
- Resources need to be in place to enable staff to support children dealing with significant events
- Action needs to be taken to ensure the needs of children with additional needs are being met

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 requires improvements in this area.

This service was found not 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 were made aware of concerns in regards to the negative attitudes of some members of staff at the nursery. The information provided raised concerns about the culture at the setting and the effect this may have on the children attending. This was discussed with the registered manager who stated the issues were being addressed and actions were being taken by the current responsible person.

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

Through discussion and the issues found, we were not assured of the registered manager's understanding in regards to regulatory requirements and responsibilities.

The registered manager was not proactive in her management of the setting and there was no evidence to show arrangements were in place to monitor and review the quality of care being provided. Evidence was seen to confirm regular one to one supervisions and team meetings were being carried out. The supervisions did not evidence constructive feedback being given in order for staff to improve their practice.

There was no clear leadership or guidance in regards to supporting the staff team with managing the behaviour of some children. There were no strategies in place so inappropriate behaviour was not being addressed and this lead to incidents escalating.

Processes had been implemented but were not being used by the staff team, the system in place to support children with communication needs was not being used or it's ineffectiveness realised. Issues found throughout the inspection, such as cleanliness, had been identified by the manager but no actions had been taken to rectify.

We were informed the registered manager did not feel supported by the current responsible person and had not had a one to one supervision since being in post. The proposed new responsible person stated she will be at the setting twice a week and will be using her knowledge and experience to support the registered manager.

The setting's Statement of Purpose referred to incorrectly named documents and qualifications and named government departments. We found some statements were not to be correct and needing amendment. There was no review date included on the document or date of next review. A copy of the document with the areas found highlighted, was given to the registered manager in order to assist with the amendments.

Engaging and including families using the service, the public and the staff team.

There have been a number of staff changes over the past 12 months and a new team was in the process of being formed. We spoke to staff who said 'morale is now improving' and the 'new team is getting along well'.

The setting had recently introduced a monthly newsletter in order to keep the parents informed of nursery life.

Continuous learning, improvement, innovation and ensuring sustainability.

Resources and support were not available to develop staff skills and knowledge in order to drive improvement.

We identified areas that were found to be in need of repair and decoration. Walls and woodwork needed painting and toilet cubicle panels and doors were damaged, safety flooring was coming away from the floor and there were holes in the floor of the children's bathroom on the top floor. Radiator pipes had not been made inaccessible to the children, electric sockets were found to be in poor condition and there were trailing wires in two of the playrooms. We also observed resources used by the children, such as painting aprons were broken and needed to be replaced.

A number of fire doors were damaged. Examination of the setting's fire risk assessment showed the doors were found to be non-compliant during an assessment carried out on 14 July 2022 and needed to be rectified within a month of the report. This was discussed with the registered manager who informed us she was not aware of the requirement.

Working in partnership with parents.

Feedback received reflected an inconsistency with keeping parents informed of children's developmental progress and information about what the children had done during the day. Some families were being informed via the online application, some were verbally informed and some stated they were not being informed at all.

Action we require the provider to take

Key areas for improvement

- The registered manager needs to develop awareness and understanding of regulatory requirements and responsibilities.
- Registered manager needs to be more proactive in her leadership and management to ensure all processes, policies and procedures are being implemented
- Arrangements need to be implemented to monitor and review the quality of care being delivered. Constructive feedback, resources and support need to be provided to the staff team to improve their practice
- Actions to be taken to ensure the premises and equipment are maintained in a suitable state of repair and decoration.
- Action is needed to ensure all fire doors are fit for purpose and the recommendation made in the setting's fire risk assessment are met
- Action is needed to ensure a consistent approach is followed to keep parents informed of their child's developmental progress