

# Inspection Report

## 2023-2024

## The Buzz Holiday Club

Child Day Care Centre

20 February 2024

**Under the Regulation of Care Act 2013 and  
Regulation of Care (Care Services) Regulations 2013**



Isle of Man  
Government  
*Kelleys Eilan Vannin*

**DHSC**

We carried out this inspection under Part 4 of the Regulation of Care Act 2013 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements, regulations and standards associated with the Act. We looked at the overall quality of the service.

We carried out this unannounced inspection on 20 February 2024. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

The Buzz Holiday Club 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**

The Buzz Holiday Club is designed to provide childcare for school aged children aged 4 years and over. The Buzz operates during school holiday periods and provides activities suitable for the age range of children being catered for.

The emphasis is on children having fun. This is not school, therefore the staff do not concentrate on following 'learning curriculums'. Instead plenty of activities and within the premises were available and opportunities for outings.

The team consisted of staff from preschool settings owned by Hopes & Dreams. The manager meets with the team prior to each holiday club period for example before school half term. This is to refresh the team of the purpose of the club and to plan for the period ahead.

The children appeared to be happy and engaged positively with the staff. Children arrived at staggered times during the morning as and when parents were able to.

Improvements from the previous inspection had been completed.

### **Parental comments**

'They are very diligent on child safety and security. My children are always happy to go which tells me they are doing something right'.

'The staff engage well with the children, and they offer a range of activities, such as craft and baking. The trips out are always a highlight too!'

'They get in touch / respond promptly in case of changes'

'they have a lovely online tool called Magic Booking where I can review and update details as well make bookings and cancellations'

'They make real efforts to get to know each child and their individual needs. The team do a fantastic job of nourishing, challenging and encouraging the children to try new things. The Buzz team understand the pressures of family life and have created an accessible and flexible approach to bookings with access to a real (and friendly) person when needed'

'They have gone over and above in supporting our children to settle not only at their various settings but also into island life, our children know more about the island than we do! I have recommended and will continue to recommend The Buzz time and time again'.

'We think the setting is great at communication, being positive, being creative, being inclusive towards all, the adventures the children get to go on, whilst ensuring their safety! They do a fantastic job! Having a great payment system tops the service. We are on the membership package and it's great to have the extra add ins for bookings and so forth'.

**About the service**

The Buzz Holiday Club is a registered service to provide care and activities for children aged 4 years and over. The club is owned by Hopes & Dreams Limited, who have a number of nursery settings across the Island.

The club operates from Ashley Hill Primary School and therefore a lease agreement is in place with the Department of Education, Sport and Culture.

Parts of the school are used that includes two large halls and toilets for the children located in close proximity to each hall. These areas are used mainly for the 4 to 8 year olds, with children over 8 years located in the adjacent mobile classroom.

They have a minibus to take children on outings.

The Buzz holiday club operates during Isle Of Man School holiday periods

**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 inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 13 November 2023. An unannounced inspection was undertaken on 20 February 2024.

**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), notifications, complaints/compliments and any safeguarding issues.

**During the inspection**

We used an observational framework for inspection, this is a way of observing care to help us understand the experience of people/children.

**Our findings:**

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

This service was found to be safe.

**Staffing ratios and recruitment**

The Buzz Holiday Club is part of the Hopes & Dreams Limited Company child care settings. The recruitment process and interviewing of potential staff is carried out by one of the Directors, (Laura Peirce). The Buzz Manager stated that new staff are introduced to the manager and provided with an opportunity to visit the setting.

All pre-employment checks are carried out prior to any staff commencing work. These include Social Service suitability, medical and DBS (disclosure and barring service- police check).

The team currently working at The Buzz Holiday Club consisted of existing staff from some of the other company settings.

Staff ratios take into account the requirement to ensure sufficient staff are allocated to work with both the children aged 4-8 years and those over the age of 8 years.

**Improvements lessons learned**

The manager confirmed they did not have any safeguarding children concerns. All staff had received Safeguarding Children Training, including 'in house procedures'.

Records were kept either on the computer and password protected or in a locked cabinet.

**Children Records**

The system for recording children's individual information is kept on the computer. We were informed parents are requested to complete the registration form.

We sampled the records and these were found not to have photographs of the child. We discussed the relevance of the photo for example, if a child was to go missing, this would need to be provided to the police. They were also missing parental permission for outings and to be transported on a mini bus.

**Action we require the provider to take**

Key areas for improvement

- Children records to include the following: child's photograph and parental permission for children to go on outings and to be transported in the mini bus.

*This improvement is required in line with Regulation 14 of the Care Services Regulations*

*2013 – Records*

#### **Our findings**

Effective – this means we looked for evidence that children’s care, learning and development are supported and achieving good outcomes. The service does not require any improvements in this area.

This service was found to be effective.

#### **Supporting and developing children’s care and development needs**

There was a ‘behaviour policy’ that gave guidance and strategies on managing behaviour.

We spoke to the manager who told us that children are informed of the rules that are set out for each area of the premises. They are also told about the boundaries of the outside play area and acceptable behaviour when they go on the mini bus and visit other locations.

We are told the children that attend the Buzz Club are of an age that they are aware of right and wrong. If there was any negative behaviour the staff would speak to the child/children and explain why the behaviour was not appropriate. A reminder would be given to respect the staff and other children.

During the inspection we observed the staff using appropriate language to ensure the children understood what was being asked of them.

## 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 does not require any improvements in this area.

This service was found to be caring.

#### **Ensuring children are being treated with kindness, respect and compassion**

The team were observed to be kind, and respectful to each other and the children. The children were cared for and the team ensured there were suitable age appropriate activities for this age group. Resources and toys were located in the large play area in the building and there was an area to the side of the building where they could play outside.

We observed the staff explaining to the children where the outing/ trip was going for today and asked if there were any children that would like to go. The staff ensured that all children were given the opportunity to go on a trip and chose those that had not been out the day before.

Children were reminded they would need to wear 'high visibility' jackets when out, to ensure they could be seen.

#### **Maintaining children's dignity, privacy and promoting independence**

The team were aware of the ages of the children at the club and ensured that appropriate levels of dignity and privacy were given. For example children aged 4 years and above are used to going to the toilets by themselves and would if they were at school.

The children present were able to put their own coats on and get ready to go either outside to play or prepare to go on an outing. They were independent in many ways and did not need the same level of assistance as a pre-school aged child.

## 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 does require an improvement in this area.

This service was found not always to be responsive.

#### **Delivering personalised care**

Parents are requested to provide information about their child prior to starting at the club. There was an ‘online’ booking system for parents to access and input the information. We viewed some of the children’s records and it was unclear as to whether specific questions had been asked for example if there were any cultural, behavioural, social or emotional needs. These areas would identify any specific requirements the staff may need to consider when planning activities. The manager was unable to access a ‘blank form’ for us to view, which may have identified these areas and had been omitted by parents.

The records showed a section for ‘parental permissions’, for example for the provision to seek medical advice. As children go on outings and use the mini bus for transporting children, there needs to be parental permission in place.

Any medical and/ or dietary needs had been identified and this ensure the staff were aware of any areas to avoid or of any allergies children may have. This would certainly be taken into account if children when participating in an activity including baking.

The emphasis was on children having fun at the club. Parents were asked to complete an ‘All About Me’ booklet, which provided details of the child’s likes/ dislikes and what the child likes to do. This provides information to tailor resources and trips to coincide with what children want.

#### **Action we require the provider to take**

Key areas for improvement

- Children records to include the following: cultural, behavioural, social, emotional needs and parental permission for children to go on outings and to be transported in the mini bus.

*This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records*



## Inspection Findings

### 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 does require an improvement in this area.

This service was found 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.**

The staff were a combination of staff that working at the pre school settings of the company and therefore those settings are generally closed during school holiday periods.

We discussed how the manager would handle conflict between staff if it arose. She explained the process and ensured that the needs of the children were the priority. We were also told that the directors of the company are always available to speak to should she need extra support. Any areas of concern would be escalated if needed.

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

The manager explained that she has a meeting with the staff that are going to work at the holiday club a week in advance. This is to ensure everyone knows each other and as a team they can plan the week/weeks ahead. This also ensures that all staff are made aware of their individual roles.

New staff are provided with an induction to ensure they are aware of their roles and responsibilities. Staff that predominantly work in a different setting are also provided with an induction in relation to the ethos of the provision and health and safety aspects of the premises.

The manager must ensure that the children's records include all the relevant detail required.

#### **Continuous learning, improvement, innovation and ensuring sustainability.**

The manager has access to the staff training matrix for the staff working at The Buzz. They had all undertaken the training whilst working in their various settings across the Hopes & Dream Nurseries.

Hopes & Dreams provisions provide the opportunity for staff to gain knowledge and develop their personal skills to become potential 'managers' of the services. Staff can participate in their 'Leadership Academy' which provides training in managing staff and roles and responsibilities to be a successful manager.

We were told that the company has also set up an 'on line' training programme for the staff. Relevant training being provided by the directors and could be accessed by all staff. The system showed when the training had been completed by individuals.

Alongside this, training had been sourced from the United Kingdom. This has provided the staff with 'face to face' training outside of the nursery opening hours.

### Action we require the provider to take

Key areas for improvement

- Children records to include the following: a photograph of the child, cultural, behavioural, social, emotional needs and parental permission for children to go on outings and to be transported in the mini bus.

*This improvement is required in line with Regulation 14 of the Care Services Regulations 2013 – Records*

If areas of improvement have been identified the provider will be required to produce an action plan detailing how the areas of improvement will be rectified within the timescales identified. The R&I team will follow up and monitor any actions undertaken.