



Isle of Man
Government

Reilrys Ellan Vannin

Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

Child Day Care Centres Unannounced Inspection

**Registration and Inspection Unit
Department of Social Care
4th Floor Markwell House
Market Street
Douglas, Isle of Man, IM1 2RZ**

**Establishment:
The Ark Community Nursery
Under the Regulation of Care Act 2013
Time: 10.20AM
Date: 24 NOVEMBER 2015**

FACILITY INFORMATION

<p>Name of Facility: The Ark Community Nursery</p> <p>Registration No: ROCA/P/0169A</p> <p>Address: The Salvation Army Citadel Lord Street Douglas Isle Of Man</p> <p>Email address:</p>	<p>Tel No: (01624) 675702</p> <p>Mobile: (07624)</p>
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Registered person/Company:	The Salvation Army
Responsible Person:	Simon Clampton
Manager:	Angelique Gale
Date of last registration certificate:	12/02/14
Registration Details:	24 children aged 2- 5 years
Type of Establishment:	Full Day Care
Days open:	Monday – Friday
Holidays:	Bank Holidays
No. of children at the time of inspection:	21
No. of staff present at time of inspection:	5
Person in charge at time of inspection:	Angelique Gale
Name of Inspector(s):	Jenny Percival

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INTRODUCTION TO REPORT AND INSPECTION

The purpose of the inspection is:

- 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. The report follows the format of the MS and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- ◆ Inspection methods used
- ◆ Outcome and evidence
- ◆ Compliance with the Regulations

- ◆ Required actions on the part of the provider
- ◆ Recommended good practice
- ◆ Summary of the Outcomes
- ◆ Provider's response and proposed action plan to address outcomes

INSPECTION VISITS

Inspections will be undertaken in line with the agreed regulatory framework with additional visits as required. This is in accordance with the provisions of the Regulation of Care Act 2013. This report is based on the outcomes of the specified inspection dates and will be known as an open report and will be made readily accessible to the public.

CONDITIONS OF REGISTRATION

**Registered Number of Children:
24 children aged 2-5 years**

(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 Social Care.

BRIEF DESCRIPTION OF THE SERVICES PROVIDED

The nursery provides full day care for up to 24 children aged two to five years of age. Children are looked after by a staff group that have the required qualifications, training, experience and authorisations. The nursery is in the centre of town and has easy access to transport links.

The nursery provides a warm clean environment for the children and suitable toys and equipment are available to give the opportunity for learning, development and play. The organisation of the room enables children to independently access toys and resources and initiate their own play experiences.

A series of policies and procedures are in place and these direct the activities of the staff in ensuring children thrive and keep safe.

Parents can expect support from the nursery on a range of childcare matters if required. The nursery is committed to working with parents for the benefit of the children.

Snacks and drinks are provided by the nursery. Packed lunches are provided by parents.

Child care is offered Monday to Friday all year round.

DESCRIPTORS OF PERFORMANCE AGAINSTE 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.

Not compliant

Compliance could not be demonstrated by the date of the inspection. This will result in a requirement or recommendation 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/recommendations being made

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 recommendations being made.

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.

Not assessed

Assessment could not be carried out during the inspection due to certain factors not being available.

Open Reporting

As of February 2014 all inspection reports will be available on the Registration and Inspection Units Website and accessible for all to read.

PART 1

SUMMARY OF INSPECTION

This is an overview of what the inspector found at the time of inspection and the purpose of this inspection was to check the service's level of compliance with the standards as set out in Part 2.

This inspection was undertaken on the basis of a risk assessment carried out by the inspector. At this time this service was assessed as being low.

Areas of good practice

The following are photos of the playrooms;



The following are comments from the parents of children that attend the nursery:

- 'A very welcoming nursery, pleased with number of mature staff'
- 'Homely environment, variety of activities. My **** is very happy here'
- 'The way my child feels happy and secure and also excited to go to nursery'
- 'Wonderful place. Wonderful staff'
- 'We are updated with pictures and work all the time'
- '**** seems to settled in very well and loves the staff'
- 'The staff are so caring and my *** always comes home full of stories and wants to go back every day'
- 'Staff are friendly. Decorations are always up – Christmas/ Halloween. Really good job'

Quality improvements subsequent to the previous inspection

Either all requirements from the previous inspection had been completed or partially completed.

The plans for the next 12 months

To continue to provide a child day care service.

Relationship between staff and children

The staff sat alongside the children playing games and interacting in a positive manner. The staff gave guidance and assistance when needed during the arts and crafts. The children appeared to be happy and content in the company of the staff. The children sat and listened to a staff member reading a story and joined in at appropriate times.

PART 2	INSPECTION METHODS & FINDINGS
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The following inspection methods have been used in the production of this report

Direct Observation	√
Indirect Observation	
Sampling/observation:	
• Displayed documents	√
• Inspection Questionnaire	√
• Records	√
• Meals	√
• Activities	√
• Medicine Administration	√
• Hygiene Practices	√
• Other (specify)	√
Individual discussion with children	
Group discussion with staff	
Individual discussion with staff	
Discussion with management	√
Discussion with parents	
Tour of Premises	√
Document reading	√

The following pages summarise the outcomes and evidence from this inspection, together with the extent to which the Child Day Care Centres Standards have been met.

Child Day Care Centres Standards

These standards intend to:

- **Provide a framework to protect children.**
- **Contribute to providing reassurance for parents about what they can expect from the day care provider.**
- **Ensure that services meet acceptable standards.**
- **Ensure that service providers are aware of the standards their services are expected to meet.**
- **Ensure that services provided are within an established legislative framework.**
- **Ensure that services provided are subject to continuous improvement.**

These are the themes for this year's inspection:

Standard 1 – Suitable Person

Standard 2 – Organisation

Standard 3 – Care, Learning and Play

Standard 13 – Safeguarding

Standard 14 – Documentation

Annex A if Applicable

Child Day Care Centre Self-Assessment –

<p>Standard 1 Suitable person Expected outcomes: Adults providing day care, looking after children or having unsupervised access to them are suitable to do so. Training and qualification requirements are met.</p>	<p>Compliance Level</p>
<p>1.1 The registered person continues to comply with the mandatory conditions and any imposed conditions of registration. All persons over the age of 16 years living on registered premises are subjected to a Disclosure and Barring Service (DBS) check at a level appropriate to their contact with children.</p>	
<p>Provider's self-assessment N/A</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding There were no persons living on the premises.</p>	<p>Compliant</p>
<p>1.2 The registered person, their staff and volunteers have not been convicted of an offence or been the subject of an order which disqualifies them from registration either under section 43 of the Regulation of Care Act 2013 or under the Disqualification for Caring for Children Regulations 2002. The DHSC is able to waive the disqualification for a specific role and in reaching this decision would have regard to all the circumstances of the offence or order. Factors taken into consideration include the date of offence or order, the type of offence or order and the degree of culpability of the person.</p>	
<p>Provider's self-assessment All staff require an enhanced DBS check before commencing work with children and is renewed every 3 years, these are completed on line. The Salvation Army have a comprehensive set of policies and procedures in place and are strictly adhered to, including a Recruitment and Selection Process.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>

Inspector's finding Records have shown that The Salvation Army complete DBS checks on all staff. The outcome of the check is recorded in the staff files.	Compliant
1.3 All persons working at the service are subjected to a DBS check at a level appropriate to their contact with children.	
Provider's self-assessment See 1.2	Compliant / Substantially / Partially/ Non-compliant
Inspector's finding An enhanced DBS check is completed and the outcome recorded.	Compliant
1.4 The registered person must not commence the employment of staff or volunteers who have not received the outcome of their DBS check unless prior approval is given by the Registration & Inspection Unit and in all circumstances where permission is given such persons are never left alone with children.	
Provider's self-assessment This is in line with our policy stated above.	Compliant / Substantially / Partially/ Non-compliant
Inspector's finding According to the records, there was no persons started work at the nursery until all the clearance checks had been completed.	Compliant
1.5 The registered person must see the DBS certificate provided to the employee and make a record in the person's file of when it was seen, whether or not there were convictions and, where convictions are disclosed, what affect they have on that person's employment at the service.	
Provider's self-assessment The reference number is recorded and filed before commencing employment. In line with our 'Safe and Sound' Policy a form is completed (risk assessment) if any disclosures are made. Appropriate actions will be put in to place if required.	Compliant / Substantially / Partially/ Non-compliant
Inspector's finding	Compliant

Records complete.	
1.6 Where possible, all staff requiring an enhanced level of check will sign up to the portability service offered by the DBS at the time of their initial application. If this option is not taken up then the individual will have a renewed check at an interval of not more than 3 years.	
<p>Provider's self-assessment</p> <p>All staff DBS checks are enhanced disclosures - The Salvation Army are currently looking at their policy for DBS Portability and we will be informed of any changes. Staff will receive this information in line with The Employee Handbook</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>It is recommended that staff sign up for 'portability' on their DBS, but this is not a requirement. The Salvation Army have a procedure for renewing the staff DBS checks every 3 years.</p> <p>The registered manager (Angelique) had her DBS renewed this as it was part of her application for the registered manager position.</p>	Compliant
1.7 It is the responsibility of the registered person to carry out enquiries to establish the qualifications, experience and overall suitability of the staff they employ. Robust recruitment and selection processes and procedures must be in place which meets the requirements of employment legislation.	
<p>Provider's self-assessment</p> <p>The Salvation Army have a rigorous recruitment process in place. We have recently been audited by The Salvation Army and inspected by the Department of Economic Development who looked at our personnel files to ensure it included all the relevant documentation. Neither found any fault.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>The staff files contain information regarding the recruitment process and records the outcome of enquires, for example; references, staff qualifications.</p>	Compliant
1.8 The registered person must have relevant business management training and/or substantial experience, will operate the service on a secure financial footing and will have available for inspection, when requested, financial information that supports the continued financial viability of the service.	

<p>Provider's self-assessment</p> <p>The Salvation Army is a registered Manx Charity (number 267) The Nursery is a not for profit entity concentrating on the Community and needs of children and families.</p> <p>The financial aspect of the nursery is administered by the Corps Officer, North Western Division and Territorial Headquarters.</p>	<p>Compliant</p>
<p>Inspector's finding</p> <p>The Salvation Army on the Isle Of Man is one branch of a large organisation. They placed persons in the responsible position (Captain S & C Clampton) to oversee the overall business/ financial management of the nursery.</p>	<p>Compliant</p>
<p>1.9 The manager has a relevant professional qualification; as a minimum this will be a Cache Level 3 qualification in early years (or equivalent), and at least 2 years' experience of working in a similar early years setting.</p>	
<p>Provider's self-assessment</p> <p>The manager and all staff who are named to be left in charge of The Ark hold a Level 3 Qualification and have a wealth of experience and expertise in Early Years.</p> <p>The Manager holds NNEB and DPQS in Nursery Nursing and is a Qualified NVQ Assessor and currently looking in to Level 5 QCF qualification</p> <p>The Salvation Army are currently looking at introducing an Early Years Professional Structure in line with all their Early Years Establishments in the UK.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The manager's certificates have been verified and she has completed the process to become the registered manager.</p>	<p>Compliant</p>
<p>1.10 There are named persons who are able to take charge in the absence of the manager and these persons will hold a relevant level 3 qualification in early years and have at least 1 years' experience of working in an early years setting.</p>	
<p>Provider's self-assessment</p> <p>All the persons responsible in the absence of the manager implement high professional, care and educational standards has been recognised in 2011 with The Step in to Quality Award, in 2013 with The Manx Quality Award and The Post Verification Process in 2015 – the Island's quality assurance</p>	<p>Compliant</p>

<p>programme in Early Years. Also see standard 1.9</p>	
<p>Inspector's finding There were suitable qualified named persons to take charge of the nursery in the absence of the manager. Qualifications can be verified in the staff files.</p>	<p>Compliant</p>
<p>Inspector's overall assessment of the service's compliance level against the Standard assessed. Adults providing day care, looking after children or having unsupervised access to them were suitable to do so. Training and qualification requirements were being met.</p>	<p>Compliant</p>

Standard 2 Organisation Expected outcomes: The registered person ensures that the required adult: child ratios are met, ensure that training and qualifications requirements are met and organises space and resources to meet the children's needs effectively.	Compliance Level
2.1 Staff is to be deployed effectively within the service to ensure the safety, welfare and development of children and written plans of the deployment of staff and their activities with children must be displayed.	
Provider's self-assessment All our learning is play based and flexible with continuous provision fully established indoors and outdoors when staffing allows, using the daily planner as a starting point. Staff are deployed effectively and guided by the emotions and opinions children express during play identifying their likes, dislikes and preferences enabling them to plan and implement activities of varied interests and learning styles together. The environment offers children equal access to all resources and activities with staff conscious play underpins all development and learning for young children. Staff observe children and listen to their views to organise areas and resources with the flow of the day ensuring stimulating, challenging activities are available. Enhanced resources are easily accessible to ensure this, and requests from the children are carried out and recorded on the planner. Also on the planner we record next steps, individual interests and requests, parent's information, the equipment, specific skills, evaluations, observations, and outcomes ensuring we cover all 7 areas of learning. This is displayed on 'Our Busy Day' Board as you enter the Nursery with a TV showing photographs of recent activities supported by one of the 7 Areas of Learning to introduce the EYFS to parents. The 'floor books' under the TV and board display recent activities and outings, comments and statements made by the children are and linked to the principles of The EYFS Development Matters and The Characteristics of Learning.	Compliant / Substantially / Partially/ Non-compliant
Inspector's finding The nursery had deployed their staff effectively to work in all areas to supervise children. There needs to be detailing on who (staff) was involved with which activity.	Substantially Compliant

<p>2.2 Children belong to a key group which has consistent staff. Subject to the supporting criteria in Standard 13 (safeguarding), every child is allocated to a member of staff within their key group who is his/her key person and is mainly responsible for his/her wellbeing on a daily basis and ensures that information about the child is exchanged with the parent. However, movement of children and staff between groups in the course of the day may be encouraged within the organisation of the provision if that is planned to provide a richer experience for children.</p>	
<p>Provider's self-assessment</p> <p>All staff will take on all roles and responsibilities so not to have the one person in a key role all the time e.g. nappy changing. We allow children and parents to choose their key person (within reason) whilst they are at nursery. The effective deployment of staff ensures all staff build positive relationships with children and parents through informing them of their achievements, anecdotes and concerns daily.</p> <p>Staff have key children for Profiles, they are responsible for collating photographs, anecdotes and observations, linking these to the Characteristics of Learning, EYFS Development Matters, the 6 R's and 5 positive outcomes to demonstrate progress and sharing this information with the parents. These are personalised for each child.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>Through discussion the provider confirmed their process. During the inspection the staff were observed to interact with all the children.</p>	<p>Compliant</p>
<p>2.3 The registered person develops and keeps under review a statement of purpose & operational plan which is available to parents. The statement of purpose must meet the requirements of the Regulation of Care (Care Services) Regulations 2013; Schedule 3. The aim of the operational plan is to allow the registered person maximum flexibility in organising the provision according to available resources. It should include how staff will be deployed within the provision, how and what activities will be provided and how the continuing training needs of staff will be met.</p>	
<p>Provider's self-assessment</p> <p>Our 'Statement of Purpose' and Mission Plan are displayed alongside the nursery's policies and</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>

<p>procedures in the reception area for parents to access at their convenience.</p> <p>Our Mission Plan will be linked with The Douglas Corps (church) Mission Development Plan.</p> <p>See 2.1 and 2.2</p>	
<p>Inspector's finding</p> <p>The statement of purpose was available to view.</p>	Compliant
<p>2.4 The registered person ensures that:</p> <ul style="list-style-type: none"> • All supervisors hold a level 3 qualification appropriate for the care or development of children. Where this cannot be achieved immediately, providers set out an action plan detailing how they intend to meet this criterion and in what timescale. • At least 50% of all other child care staff on duty at any one time hold, as a minimum, a level 2 qualification appropriate for the care or development of children in an early years setting. • All staff have induction training which includes health and safety and child safeguarding/protection policies and procedures in their first week of employment. The total period of induction will be a minimum of 4 weeks, will be recorded and be part of the employees on-going training programme. • Trainees under 17 years of age are supervised at all times and are not counted in the staffing ratios. Where the registered person is satisfied that trainees of 17 years or over are competent and responsible, they may be included in the staffing ratios. • Unless exclusion from this criterion has been agreed, the registered manager has, or will obtain the QCF Level 5 Diploma in Leadership for Children's Care, Learning and Development (Management) or equivalent. 	
<p>Provider's self-assessment</p> <p>There is currently four staff named to be responsible for The Ark Community Nursery. They all hold Level 3 qualifications and a wealth of relevant experience.</p> <p>All but one of our team holds an accredited professional qualification.</p> <p>The Salvation Army look positively towards CPD and acquiring professional qualifications; they recognise the benefits for the individual, children and families. The staff's CPD is linked to our strategic plan and The Salvation Army's Community Needs Assessment.</p> <p>The Ark Community Nursery implements a strict policy for students and volunteers - all staff are aware and adhere to this.</p>	Compliant / Substantially / Partially/ Non-compliant

<p>The Salvation Army are currently looking at the Level 5 courses available for the supervisor locally and in the UK.</p> <p>Also see standard 1.9 and 1.10</p>	
<p>Inspector's finding</p> <p>The inspector could confirm the provider's assessment.</p>	Compliant
<p>With regard to the above qualifications all existing staff should have commenced the appropriate award within 4 years of the inception of these standards. Managers new to registration will be given a time frame that is appropriate to the date of their registration. From 1st April 2019, there is an expectation that managers seeking registration will have gained or are in the process of gaining the QCF Level 5 Diploma in Leadership for Children's Care, Learning and Development (Management) or equivalent. In exceptional circumstances, which are beyond the control of the applicant, an appropriate extension to these time frames will be agreed.</p>	
<p>2.5 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.</p>	
<p>Provider's self-assessment</p> <p>See standard 1.7</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>Staff records are maintained in the main office of The Salvation Army Citadel building.</p>	Compliant
<p>2.6 The minimum staffing ratios are:</p> <p>1:2 children under 2 years who are cared for above ground floor level 1:3 children under 2 years 1:8 children aged 2–7 years</p> <p>These ratios include any children of staff or volunteers. Regular volunteers, who have had the required checks, can be included in the normal staffing ratios but students on short term placements cannot.</p>	
<p>Provider's self-assessment</p>	Compliant / Substantially / Partially/

<p>At The Ark Community Nursery we have a minimum of one Early Years worker to seven children. However we recognise the importance of individual care and attention and therefore provide a higher ratio when possible.</p> <p>In line with the Salvation Army 'Work Experience' Policy and Guidelines we have students from Schools – year 10 pupils, the Isle of Man College and Duke of Edinburgh Award on placements and they are not included in the staff: child ratios</p>	Non-compliant
<p>Inspector's finding</p> <p>The inspector could confirm the provider's assessment. Records of attendance could evidence this.</p>	Compliant
<p>2.7 Any care provided for children aged 8–14 is not allowed to adversely affect the care provided for children under 8 years old.</p>	
<p>Provider's self-assessment</p> <p>N/A</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>Children of this age group were not being cared for.</p>	Compliant
<p>2.8 There is a minimum of two adults on duty at any one time; one of whom is to be designated as the person in charge.</p>	
<p>Provider's self-assessment</p> <p>In line with The Salvation Army 'Safe and Sound' and The Isle of Man Safeguarding Guidelines no member of staff works unaccompanied with always a 'responsible person' present who is approved by The Registration and Inspection Unit.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>Either the registered manager or the designated deputy was on duty.</p>	Compliant
<p>2.9 Staffing levels are maintained during outings but, according to circumstances, it may be necessary to exceed them. Documentation relating to the outing will be kept and will include names/numbers of staff provided.</p>	

<p>Provider's self-assessment</p> <p>Our planned or spontaneous visits to the great outdoors within our local community have a staffing level of one adult: two children as stated in our Policy.</p> <p>A record of the outing, time, children, staff and volunteers are recorded.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>With information provided from the registered manager, the inspector could confirm the provider's assessment.</p>	<p>Compliant</p>
<p>2.10 The registered person ensures that suitable contingency arrangements are in place to cover emergencies and unexpected staff absences, and sufficient suitable staff and volunteers to cover staff breaks, holidays, sickness and time spent with parents.</p>	
<p>Provider's self-assessment</p> <p>The relief employees hold professional qualifications or have a wealth of experience in Early Years and are able to cover at short notice. Also part-time employees are flexible to work at short notice and planned cover e.g. holidays, sickness, CPD, administration and attend meetings when necessary which ensures we maintain our low staff: child ratio for the benefit of the children and families.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The inspector confirms the provider's assessment.</p>	<p>Compliant</p>
<p>2.11 The adult: child ratios relate to staff time available to work directly with children. Additional staff and management resources may be required to undertake management tasks, prepare meals, for domestic tasks and to maintain premises and equipment.</p>	
<p>Provider's self-assessment</p> <p>Our commitment to the children and families we work with is demonstrated by maintaining a high adult: child ratio which guarantees we always uphold the Regulations recommendations. This was recognised by The Department of Education and Children in The Manx Quality Award.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>

All duties are carried out whilst maintaining high staff: child ratios.	
<p>Inspector's finding</p> <p>Additional staff were in place to undertake administration tasks. The registered manager is supernumery and the staffing ratios are higher than the minimum required.</p>	Compliant
2.12 All activities, inside or outside, should be risk assessed and additional staffing provided where appropriate	
<p>Provider's self-assessment</p> <p>It is our policy to ensure safe practice in all aspects of Nursery life. The welfare of the children in our care is paramount. We believe children must be allowed to explore the world around them in a safe and controlled environment, enabling them to develop common sense, and an understanding of safety and responsibility throughout their lives.</p> <p>Staff continuously monitor all activities and equipment within the Nursery environment before and during the children's participation. 'Dynamic Risk Assessments'</p> <p>In compliance with The Health and Safety at Work Regulations and Salvation Army Policy the nursery supervisor or deputy will carry out 'Safe Mission Plans' (Risk Assessments) once highlighted or for a specific activity, child or outing.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>The inspector confirms the provider's assessment.</p>	Compliant
2.13 Where there are facilities for children to sleep, there must be appropriate staff supervision within the sleeping area and children must not be left alone.	
<p>Provider's self-assessment</p> <p>Our lunch and snack area is also used as our sleep area – quiet area next to the playroom. Children sleep if requested by parents or around the care needs of the individual child. Children are supervised whilst resting until they are sound asleep. Once sound asleep the staff visibly monitor the children through the glass door and corridor, listening and watching for waking or disturbed sleep patterns. Staff comfort and reassure the children after waking.</p>	Compliant / Substantially / Partially/ Non-compliant

<p>Inspector's finding</p> <p>The inspector was informed that the staff remain with the child/ children until they fall asleep, and are then monitored regularly. Staff will be in the adjacent room.</p>	<p>Compliant</p>
<p>2.14 Where there are more than 20 children in attendance the registered manager, or other designated person in charge on that day will be considered supernumerary to the above staffing ratios.</p>	
<p>Provider's self-assessment</p> <p>Also see standards 2.6 and 2.11</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The nursery operates on a higher staffing/ child ration than 1:8. This also takes into account for the registered manager to be supernumerary.</p> <p>On the day of the inspection there were 5 staff and 21 children present.</p>	<p>Compliant</p>
<p>2.15 Where children with special needs are looked after additional staffing may be required. This criterion to be considered in conjunction with Standard 10.</p>	
<p>Provider's self-assessment</p> <p>The Pre-school Assessment Unit identifies the nursery as a positive learning environment for children with additional needs and their families. The staff team are aware of the needs for children who require different approaches and support children well. The EYFS framework is a single framework for care, learning and development for all children including those with disabilities and/or learning difficulties from birth to five which is demonstrated in our inclusive practice, and documentation is displayed in the nursery to support this. We have worked with a number of Crossroads support workers who support individuals with additional needs. Our practice is recognised by other agencies who work alongside the staff, and an area of excellence identified in The Manx Quality Award in 2013 and 2015.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The staff are aware of identifying children with special needs that may require extra staffing or the input of other services.</p> <p>The staff take appropriate action when necessary.</p>	<p>Compliant</p>

<p>2.16 There is a system for registering children and staff attendance on a daily basis which shows the child's date of birth and makes clear that the above staff ratios are complied with.</p>	
<p>Provider's self-assessment</p> <p>Currently we record each child's time of arrival and departure.</p> <p>An electronic register is being developed to record accurate times of arrival and departure of all the children which includes all required information.</p> <p>Also see 14.3</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>There was a system for recording the children's arrival and departure times; this included the child's surname and date of birth.</p> <p>There was a separate system for recording the staff arrival and departure times.</p>	<p>Compliant</p>
<p>Inspector's overall assessment of the service's compliance level against the Standard assessed.</p> <p>The registered person ensures that the required adult: child ratios are met, ensure that training and qualifications requirements are met and organises space and resources to meet the children's needs effectively.</p> <p>The deployment of staff to be more specific to the activity.</p>	<p>Substantially Compliant</p>

<p>Standard 3 Care, Learning and play</p> <p>Expected outcome:</p> <p>The registered person meets children's individual needs and promotes their welfare. They plan and provide activities and play opportunities to develop children's emotional, physical, social and intellectual capabilities.</p>	<p>Compliance Level</p>
<p>3.1 The registered person and their staff encourage children to be confident, independent and develop their self-esteem.</p>	
<p>Provider's self-assessment</p> <p>At the Ark Community Nursery the staff build positive relationships with the children by positively responding to the children based on mutual respect. A culture of Listening to the children offering</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>

<p>words of encouragement, clear praise which is real and appropriate is supported and reinforced with smiles, nods, facial expressions and positive body language; process and effort are praised not just the end product. Staff don't allow failure to be the outcome but use challenges and risk to support their learning. They offer words of encouragement, clear praise which identifies what exactly the child has done well. All the team communicate the same way generally with the uniqueness of adult clearly evident and children are asked or offer to help others as they are an expert in something.</p> <p>Children's work is displayed around the nursery with speech bubbles used to enhance the displays and identify that the voice and thoughts of the child are celebrated.</p>	
<p>Inspector's finding The inspector could confirm the provider's assessment. Observation of the staff on the day of the inspection showed this.</p>	Compliant
<p>3.2 The registered person selects resources and provides activities, play opportunities and first-hand experiences which allow children to build on their natural curiosity as learners, develop their language and mathematical thinking, use their imagination and develop social relationships.</p>	
<p>Provider's self-assessment We provide an accessible, exciting, enriched and ever changing environment with no unnecessary barriers between areas. The stimulating areas contain equipment carefully presented and offer an element of surprise and exploration is encouraged. A 'happy buzz' is about the nursery with its busy engaged adults and children in a calm, warm and friendly atmosphere. These areas are changed regularly and evidenced on the planning. The team offer a speaking, listening and literacy rich environment with interest tables to support the areas that identify what the children are learning about and focusing on. Always available is an area that supports quiet play and learning, fun activities and up-to-date attractive meaningful displays which show uniqueness of all children.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding With resources and play opportunities provided and the recording of observations the inspector could assess that this criteria was being met.</p>	Compliant
<p>3.3 The registered person ensures all staff help children to develop a sense of what is right and wrong.</p>	

<p>Provider's self-assessment</p> <p>The team are positive role models who have clear and consistent boundaries with respectful and realistic expectations of behaviour. They understand children's social and emotional developmental stages and support those children unable to express their frustrations in an empathetic environment.</p> <p>"The team work well together and this provides a consistent approach to behaviour and caring for each other" MQA 2013</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The staff were observed to praise the children for their positive behaviour. Children were reminded to share and to take turns when playing and spoken to at a level that was in keeping with the child's development stage of understanding.</p>	<p>Compliant</p>
<p>3.4 The registered person is proactive in the sharing of information through formal/informal means in order to encourage the building of positive relationships with children and their parents and to facilitate a good understanding of individual needs and home circumstances.</p>	
<p>Provider's self-assessment</p> <p>The team is always consistent in our approach to children and their families with our interactions warm, friendly and respectful. The link between the nursery and The Salvation Army as a whole is evident with the focus on supporting parents and children but especially the families with the greatest need and work hard to provide support and guidance beyond the needs of the child whilst in their care. The daily routine hides the work that the staff team does to create links with families and incorporate backgrounds and events into the nursery life. This was identified as 'excellent' in The Manx Quality Award in 2013 and again in 2015.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>Parents are requested to provide information to ensure that the individual needs of the child were able to be met.</p>	<p>Compliant</p>

<p>The registered manager stated that they meet with parents to provide information. Parents are also given the child's learning profile.</p>	
<p>3.5 The registered person and their staff listen to and value what children say; they talk with them about what they are doing, valuing the uniqueness of the child's interests and have high expectations of what can be achieved with appropriate challenge.</p>	
<p>Provider's self-assessment</p> <p>This is a natural quality of staff employed who recognise and celebrate each child and not just their key person children. Secure attachments with a consistent team who discuss child conversations, interests and learning from spending time in the areas alongside the children, observing and discussing and encouraging the extension of ideas. Staff know when their input will enhance play and learning and their practice is discussed during supervision to measure and develop.</p> <p>Also see standard 3.2 and 2.2</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The staff were observed to interact appropriately with the children. They listened to them and asked questions. Staff and children had conversations and developed their language skills.</p>	<p>Compliant</p>
<p>3.6 The registered person and their staff observe and record what children do and use their observations to plan the next steps for the children's play, learning and development.</p>	
<p>Provider's self-assessment</p> <p>Staff reflect on observations and adjust their practice, areas, resources, approach, activity and routine constantly. The natural use of observations enables staff to direct activities, change or enhance at short notice to meet the children's needs. Written observations are linked to the Characteristics of Learning and the 7 areas of learning in the EYFS Development Matters to ensure an all-round picture of the child is captured.</p> <p>Also see standard 2.1 and 2.2 and 3.2</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The inspector could confirm the provider's assessment. Each child had a profile that included the</p>	<p>Compliant</p>

observations, photos and art work.	
3.7 The registered person organises resources so that they are readily accessible to children and deploy staff to support children’s play and learning.	
<p>Provider’s self-assessment</p> <p>The resources are organised to enable free choice and independence</p> <p>Also see standard 3.1 and 3.2 and 2.1 and 3.5 and 3.6</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector’s finding</p> <p>Resources and activities had been planned and made accessible to the children to ensure they had choice and independence to pick what they wanted to play with.</p>	Compliant
3.8 The registered person gives children daily opportunities to be active, indoors and out, as well as time to relax.	
<p>Provider’s self-assessment</p> <p>Evidenced through our daily routine and observation of practice – the routine flows with the children allowing time to complete their activities when engrossed and take their learning outside. Walkie-talkies allow free flow between indoor and outdoor areas.</p> <p>Also see standard 2.1 and 3.2</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector’s finding</p> <p>The daily routine gave opportunities for both indoor and outdoor play/ activities and also time to rest.</p>	Compliant
3.9 Where appropriate the registered person has in place a balanced curriculum which supports the child’s personal, physical, social and emotional development and their communication and language development; which will enable them to develop knowledge and skill in literacy, mathematics, understanding the world, expressive arts and design.	
<p>Provider’s self-assessment</p> <p>Staff demonstrate fun and learning to the children following the children’s lead so it is their</p>	Compliant / Substantially / Partially/

<p>childhood they are celebrating. The Prime Areas of The EYFS Development Matters underpins all our practice and staff understand these prime areas are the foundation for learning and life.</p> <p>We offer well maintained continuous provisions that are enhanced to reflect themes and areas of interests. Many examples of children’s creativity being captured with displays and floor books,</p> <p>Detailed e Profiles support our Organic Planning.</p> <p>Also see standard 2.1 an 2.2 and 3.2 and 3,5 and 3,6 and 3.8</p>	Non-compliant
<p>Inspector’s finding The inspector could confirm that the staff were implementing the EYFS for monitoring, planning and assessing a child’s development.</p>	Compliant
<p>3.10 Where appropriate the registered person actively seeks to meet the standards set down in recognised quality assurance systems such as the Manx Quality Award.</p>	
<p>Provider’s self-assessment The Ark Community Nursery was one of the first two settings on the Island to achieve the Manx Quality Award in 2013 and complete The Post Verification Process in 2015 which signifies continued level of quality has been maintained previously identified.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector’s finding The Ark choose to complete the Manx Quality Award and completed their post verification as stated above in 2015.</p>	Compliant
<p>Inspector’s overall assessment of the service’s compliance level against the Standard assessed.</p> <p>The registered person meets children’s individual needs and promotes their welfare. They plan and provide activities and play opportunities that develop children’s emotional, physical, social and intellectual capabilities.</p>	Compliant

Standard 13 Safeguarding	Compliance Level
<p>Expected outcomes: The registered person complies with local child safeguarding procedures approved by the Isle of Man Protecting Children's Board and ensures that all adults working and looking after children at the service are able to put the procedures into practice. Risks are removed or managed</p>	
13.1 The protection of the child is the registered person's first priority.	
<p>Provider's self-assessment The Ark Community Nursery is concerned with the spiritual, physical, emotional, mental and social welfare of each individual child.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding The inspector had no reason to doubt that this requirement was not being met. Any concerns were being managed by the staff and recorded.</p>	Compliant
13.2 The registered person has a copy of the Islands Child Protection/Safeguarding Procedures clearly available at the service and ensures that all staff have read these, understand them and are knowledgeable about them.	
<p>Provider's self-assessment The registered person is knowledgeable about the contents of the IOM Safeguarding Board Guidance and The Salvation Army's 'Safe and Sound' Policy. Staff are aware of their responsibilities in line with the procedures and these were refreshed at our recent staff meeting.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding Confirmed.</p>	Compliant
13.3 All staff will receive, as part of their induction, training on safeguarding. This is to include the matters referred to in 13.6, 13.7 & 13.8; in addition staff will have attended the inter-agency training regarding the procedures, at the earliest opportunity.	
<p>Provider's self-assessment All staff complete a rigorous and thorough induction process on commencing employment. The staff will need to renew their 'safeguarding' training this year as part of our training programme.</p>	Compliant / Substantially / Partially/ Non-compliant

See 13.2	
<p>Inspector's finding</p> <p>From the records and discussion with the registered manager, the inspector could confirm the outcome was being met. Staff receive regular training.</p>	Compliant
13.4 Refresher training is to be provided, as a minimum, every 3 years.	
<p>Provider's self-assessment</p> <p>See standard 13.3</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>The inspector was informed that the staff receive training every three years. The trainer has been unable to renew the training until January 2016. Therefore this was not the fault of the staff.</p>	Compliant
13.5 There is a designated member of staff responsible for liaison with the Protecting Children's Board and with the Registration & Inspection Unit in any child safeguarding situation. In the absence of this member of staff there is a formal scheme of delegation for other staff to take on this role.	
<p>Provider's self-assessment</p> <p>Emphasis is placed on an effective induction process and CPD. We follow Guidelines in Salvation Army 'Safe and Sound' document and Isle of Man Safeguarding Guidelines and there is a clear management and staffing structure within the Nursery.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>The registered manager or deputy would liaise and follow The Salvation Army protocol.</p>	Compliant
<p>13.6 In addition, the registered person has a written statement, based on the Island's safeguarding procedures, which is available to parents, and which must include the following information:</p> <ul style="list-style-type: none"> • The service provider's commitment to the safeguarding of children. • The service provider's commitment to encouraging 'whistle blowing' without the fear of alienation. • Staff responsibilities with regard to the reporting of suspected child abuse or neglect, including informing parents where appropriate. 	

<ul style="list-style-type: none"> • Contact and telephone numbers for the local police and social services. • Procedures to be followed in the event of an allegation being made against a member of staff or volunteer. • Procedures to be followed in the event of an allegation being made against a registered person. 	
<p>Provider's self-assessment</p> <p>This information is available in our Policy and Procedure folder along with our Statement of Purpose and on the notice board located in the reception area for parents to access at any time and in confidence. It is also discussed during the induction process and parents sign and agree to all policies and procedures when registering their child.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>There was a statement of purpose and policies and procedures to follow.</p>	<p>Compliant</p>
<p>13.7 The registered person ensures that all staff are aware of possible signs and symptoms of children at risk; and are aware of their responsibility to report, without delay, concerns to police or social services in accordance with the Protecting Children's Board procedures; and to keep concerns confidential.</p>	
<p>Provider's self-assessment</p> <p>The experienced team have a wealth of understanding and are perceptive and proactive in this area. They have attended Safeguarding training and specialist training offered by The Department of Health and Social Care.</p> <p>Any concerns regarding the safeguarding of children or adults are discussed with agencies involved or referred to relevant agencies in line with Departmental requirements.</p> <p>Also see standards 13.1 and 13.2 and 13.3 and 13.5</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The staff had received training along with work experience enabled them to be aware of any signs and symptoms of abuse.</p>	<p>Compliant</p>

Policies and procedures were in place to follow.	
<p>13.8 The service has the following policies/procedures in place:</p> <ul style="list-style-type: none"> • Whistle blowing. • Confidentiality protocols in regard to the reporting of concerns and to ongoing safeguarding investigations. • The use of Social Media & portable electronic equipment, including mobile phones. • Taking photographs of children and their usage. • Lone working. • The intimate care of children (toileting, staff cover etc.). • Access to the service by non-staff members. 	
<p>Provider's self-assessment</p> <p>See standards 2.8 and 13.2 and 13.6</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>The above policies and procedures were in place.</p>	Compliant
<p>13.9 Open plan arrangements for operating the service are to be facilitated wherever possible; where there are areas of the premises away from the mainstream, risk assessments must be carried out and any identified risks managed appropriately. For example, additional staffing in that area.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Providers self-assessment</p> <p>See standard 2.12</p>	
<p>Inspector's findings</p> <p>The nursery operates a higher staffing ratio than that required within the standards. The person in charge is 'supernumerary' and therefore can rotate around the rooms during the day.</p> <p>There did not appear to be any staff working alone.</p> <p>The playroom doors were open which provided a further safe guarding element for staff. as well as the children.</p>	Compliant
13.10 Where there are key worker systems in place, rotation on a regular basis should be	

considered to ensure that children are not at risk of 'grooming'.	
Provider's self-assessment See standard 13.13	Compliant / Substantially / Partially/ Non-compliant
Inspector's finding The children rotate throughout the day between the different activity rooms and with different staff. Duties such as toileting and nappy changing are also rotated. This ensures that the children are at less of a risk of 'grooming'.	Compliant
13.11 Professional boundaries must be maintained and staff precluded from developing 'special relationships' with any individual child and/ or their families.	
Provider's self-assessment The Ark Community Nursery has a reputation recognised for the professional service offered to children and families. Policies and procedures in place to safeguard children, staff and parents.	Compliant / Substantially / Partially/ Non-compliant
Inspector's finding With policies, procedures, records and training in place, the staff are aware of not having 'special relationships' with any individual child or family.	Compliant
13.12 Staff members must be regularly rotated around the full range of group activities and group age ranges.	
Provider's self-assessment In our experience children flourish interacting with a mixed age range and from diverse personalities within the staff team. Staff are deployed effectively and follow a rolling rota See 2.1 and 2.2	Compliant / Substantially / Partially/ Non-compliant
Inspector's finding The staff team work on a rota system that indicates which activities the staff are participating in on a weekly basis .	Compliant
13.13 Where the day to day manager is supernumerary, part of their daily activity is to supervise the toileting and changing routines.	

<p>Provider's self-assessment</p> <p>The manager consistently supervises the toilet and nappy changing times to support the staff team. The toilet and changing area is located within very close vicinity of the main playroom with a very large viewing window to safeguard children and staff. The staff can be seen and heard at all times with the doors always open. These regular routines have two members of staff present who change with the rolling rota.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>The inspector observed the above procedure in action on the day of the inspection.</p> <p>It is strongly recommended that a written record is kept of who changed nappies on a specific day. Although there is a rolling rota, this method would identify the staff member if there were any changes to the rota. E.g. staff absence.</p>	<p>Compliant</p>
<p>13.14 Children must only be released from the day care centre to persons authorised to collect the child.</p>	
<p>Provider's self-assessment</p> <p>There is a 'Collection Policy' in place with the safety of the child paramount and is strictly adhered to by our consistent staff team.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>Parents had been requested to supply the staff with names of persons authorised by then to collect the child. There was a policy in place regarding this.</p>	<p>Compliant</p>
<p>13.15 Any arrangements for access to the day care centre by non-staff members must be regularly reviewed.</p>	
<p>Provider's self-assessment</p> <p>These are reflected on and reviewed regularly and any changes made if necessary. All visitors must sign the visitor's book and are supervised at all times - this is evidenced in our Policy and Procedure File located in the reception area.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>There was a policy in place and a visitor's book which detailed person's at the nursery and the reason for the visit.</p>	<p>Compliant</p>
<p>13.16 All records relating to safeguarding concerns and actions to be transferred to the DHSC's</p>	

child protection/safeguarding team when the child leaves the day care service	
<p>Provider's self-assessment</p> <p>Under Data Protection and Salvation Policy we keep all children's records indefinitely</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>The provider's assessment has been discussed with the DHSC Safe Guarding Unit and they have confirmed that the providers practice for maintaining records was acceptable.</p>	Compliant
<p>Inspector's overall assessment of the service's compliance level against the Standard assessed.</p> <p>The registered person complies with local child safeguarding procedures approved by the Isle of Man Protecting Children's Board and ensures that all adults working and looking after children at the service are able to put the procedures into practice. Risks are removed or managed as reasonably possible.</p>	

<p>Standard 14 Documentation Expected outcomes: Records, policies and procedures which are required for the efficient and safe management of the provision, and to promote the welfare, care and learning of children are maintained. Records about individual children are shared with the child's parent.</p>	<p>Compliance Level</p>
<p>14.1 Individual records of each child containing:</p> <ul style="list-style-type: none"> • 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. 	
<p>Provider's self-assessment</p> <p>All of the above are evidenced on the application form, the existing children are in the process of updating their information.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>Some of the children's records had all the above information recorded. The staff were in the process of updating the records of all children to ensure this information is recorded.</p>	<p>Substantially Compliant</p>

<p>14.2 Records must be kept of all matters affecting children attending the day care centre, including:</p> <ul style="list-style-type: none"> • any accidents and/or incidents. • 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. 	
<p>Provider's self-assessment</p> <p>These records can be viewed in the Nursery.</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>Records were available for the inspector to view. These maintained relevant information.</p>	<p>Compliant</p>
<p>14.3 There is to be maintained an accurate system of recording each child's attendance at the service.</p>	
<p>Provider's self-assessment</p> <p>An electronic register is being developed to record accurate times of arrival and departure of all the children which includes all required information.</p> <p>See 2.16</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>
<p>Inspector's finding</p> <p>There was a register in place that included the child's date of birth, and entries completed for the arrival and departure times of each child.</p>	<p>Compliant</p>
<p>14.4 Records relating to individual children are shared with the child's parent/s and regular reviews of information are carried out with parents and records amended accordingly.</p>	
<p>Provider's self-assessment</p> <p>Profiles celebrate events and topics that individual and groups of children have done with good links to the Revised EYFS curriculum and are shared with parents. As part of The Salvation Army, the nursery work hard to provide support and guidance beyond the needs of the child whilst in</p>	<p>Compliant / Substantially / Partially/ Non-compliant</p>

<p>their care. The daily routine hides the work the staff team does to create links with families and incorporate backgrounds and events into nursery life. The information shared during the daily transitions is relaxed but effective. If planned programmed meetings with parents are needed a convenient time is arranged at drop off or collection time to ask questions, actions for support and record outcomes.</p>	
<p>Inspector's finding</p> <p>The inspector can confirm that the provider is compliant with this standard.</p>	Compliant
<p>14.5 Records relating to individual children are retained for 10 years after the children have left the service (see standard 13.16 for records relating to safeguarding).</p>	
<p>Provider's self-assessment</p> <p>In line with Data Protection Guidelines and Salvation Army policy all children's records are retained indefinitely.</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>This was discussed with the registered manager who stated that all children's records were kept for a much longer period than 10 years.</p>	Compliant
<p>14.6 In relation to the processing of information on computer and/or other electronic methods, the requirements of the Data Protection Act 2002 are met.</p>	
<p>Provider's self-assessment</p> <p>The Salvation Army is registered with the Isle of Man Data Protection office</p>	Compliant / Substantially / Partially/ Non-compliant
<p>Inspector's finding</p> <p>The registered number for The Salvation Army is N000860.</p>	Compliant
<p>14.7 The Department's Registration & Inspection Unit is informed at the earliest opportunity of those matters required to be notified in Regulations 10, 11 & 12 under the Regulation of Care Act (Care Services) Regulations 2013.</p>	
<p>Provider's self-assessment</p> <p>The Ark staff ensure the safety of all our children and families is paramount. We will inform The Department of Social Care should the required criteria be met and notify them as stated.</p>	Compliant
<p>Inspector's finding</p>	Compliant

The inspector was informed there were no 'notifiable' matters.	
14.8 The Department's Registration & Inspection Unit is notified of any changes to people living on the premises where child day care is carried out.	
Provider's self-assessment N/A	Compliant
Inspector's finding N/A. There were no persons living on the premises.	Compliant
14.9 The registered person sets up and keeps under regular review policies and procedures required for the operation of the service. These to include: <ul style="list-style-type: none"> • Confidentiality. • Behaviour Management. • Exclusion of Children who are infectious. • The safe arrival and departure of children. • What to do in the event of a child going missing. • What to do in the event of a parent failing to collect a child. • Complaints procedure. • Special needs. • Equal opportunities. • Induction and Training. • Safeguarding (to include those referred to in standard 13). • Health & Safety. • Fire Safety. • Outings. • Medicine administration. • Parents access to records. • Intimate & personal care. • Hazardous substances. • Care, Learning and Play Policy. 	
Provider's self-assessment A comprehensive file containing all policies and procedures are available in the reception area for	Compliant

parents to familiarise themselves at their convenience. As a team we constantly reflect on our practice which may highlight modifications or implementation of new policies. These are reviewed annually by the team.	
Inspector's finding All policies and procedures were readily available to view.	Compliant
Inspector's overall assessment of the service's compliance level against the Standard assessed. Records, policies and procedures which are required for the efficient and safe management of the provision, and to promote the welfare, care and learning of children are maintained. Records about individual children are shared with the child's parent. Some of the children's individual records need to be updated to complete all relevant information.	Substantially Compliant

ANY OTHER AREAS EXAMINED	
Standard (6.31) Public Liability The registered person carries public liability insurance for the provision. The insurance should cover any circumstance of a child/children suffering harm whilst being looked after at the service.	Compliance Level
Provider's self-assessment:	Compliant / Substantially / Partially / Non-compliant
Inspection finding: During the previous inspection the providers had confirmed that their insurance policy covered these criteria. There was a valid certificate of insurance in place.	Compliant

Standard (6.21) Fire Safety There are 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. The registered person undertakes a fire risk assessment and where applicable complies with any recommendations made by the Fire Safety Department of the Isle of Man Fire and	
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Rescue Service. A fire log book kept detailing the maintenance and testing of the fire alarm system and details of staff instruction and fire drills carried out.	
Provider's self-assessment:	Compliant / Substantially / Partially / Non-compliant
<p>Inspection finding: There was a system for recording the testing of the fire alarms which had been tested weekly and recorded accordingly.</p> <p>According to the records, the emergency lights had not been tested for 2 months. These need to be tested monthly and a written record kept.</p>	Substantially Compliant

<p>Standard (7.1) & (4.2) Health and Physical Environment The premises and equipment are clean.</p> <p>The premises are clean, well lit, usually with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.</p>	
Provider's self-assessment:	Compliant / Substantially / Partially / Non-compliant
<p>Inspection finding: The main playroom needs immediate attention and work carried out to the far wall, as rain had come through and removed wallpaper and left water residue. This must be dealt with immediately to ensure a health and safety risk does not occur.</p>	Substantially Compliant

<p>Standard (7.6) & (6.4) Health and Safety Those responsible for the preparation and handling of food are fully aware of, and comply with, regulations relating to food safety and hygiene. There are fridge thermometers in place and temperatures are recorded daily. Children are not exposed to water temperatures above 43°C.</p>	
Provider's self-assessment:	Compliant / Substantially / Partially / Non-compliant

<p>Inspection finding: The service was registered with DEFA, as the staff handles food. There were staff that had received Basic Food Handling Training. The temperature of the fridge measured with a written record maintained.</p>	<p>Compliant</p>
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REQUIREMENTS AND RECOMMENDATIONS

COMPLIANCE WITH PREVIOUS REQUIREMENTS

Identified below are requirements made at previous inspections under the Regulation of Care Act 2013 and the Child Day Care Centre Standards and progress to date				
No.	Refer to Standard/regulation	Requirement/date for compliance	Action Plan by Provider	Met/Not Met
1	2 & 14	The children's daily register must include times of arrival and departure for each day. IMMEDIATE		Met
2	6	The registered provider must ensure that the public liability and employers insurance covers the criteria for standard 6.31 IMMEDIATE		Met
3	6	All portable electrical appliances must be PAT tested IMMEDIATE		Met
4	14	The children's records to include the children's 'first language/any additional language spoken'. COMPLETE BY 27 /02/15		Partially Met, not all records have been updated
5	6	Fire drill to be completed with the children on a regular basis. IMMEDIATE ACTION		Met
6	14 & Reg 10	The Registration and Inspection Unit are to be informed at the earliest opportunity of those matters required to be notified in Regulation 10 under the Regulation of Care Act (Care Services) Regulations 2013. WHEN REQUIRED		Met

Recommendations from Previous Inspections

RECOMMENDATIONS				
No.	Standard	Requirements	Action Plan by Provider	Comment
		None		

Requirements/Recommendations from this Inspection

It is a requirement under the conditions of registration that Child Day Care Centres Standards are met. Any additional recommendations are made with regard to recognised principles which underpin good practice and high standards within child day care provision. Therefore the registered person should act upon these recommendations.

Requirements Identified During This Inspection			
Identified below are areas addressed in the main body of the report which indicate non-compliance with the Regulation of Care Act 2013 and the Child Day Care Centres minimum standards. The requirements should be complied with within the given time scales.			
No	Standard/ Regulation	Requirements and Timescales	Details of Action taken (or to be taken) by Registered Person
1	2	The deployment of staff to be more specific to the activity. IMMEDIATE	
2	6	Emergency lights to be tested monthly and a written record kept. IMMEDIATE	
3	14	The children's records to include the children's 'first language/any additional language spoken'. IMMEDIATE	
4	4	Work must be undertaken to eradicate the problem of rain water having come down one of the playroom walls. IMMEDIATE	

Recommendations from this inspection from research or evidence-based practice			
No.	Standard	Recommendation and Timescales	Details of Action taken (or to be taken) by Registered Person
1	1	It is strongly recommended that a written record is kept of who changed nappies on a specific day.	

	Although there is a rolling rota, this method would identify the staff member if there were any changes to the rota. E.g. staff absence.	
--	--	--

The Registration and Inspection Unit must be provided with confirmation in writing of the intentions of the registered manager/provider as regards the above requirements/recommendations.

To facilitate this process please complete and the above sections beside each recommendation/requirement providing details of action taken (or to be taken) by the registered person with timescale for each.

Please return the completed requirements/recommendations sections of this report to the Registration and Inspection Unit by 20/01/16.

The inspector would like to thank those present 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: 17/12/15

Provider's comments/response

To: Registration and Inspection, Department of Health and Social Care, 4th Floor Markwell House, Market Street. Douglas. IM1 2RZ

From: Mr S Clampton

I/we have read the Annual Inspection report (49 pages in total including this page) for the inspection carried out on **24/11/15** at **The Ark Community Nursery**

The Provider's comments and response to this report are as follows:

I /we 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) and that I/we agree to comply with the requirements/recommendations within the timescales as stated in this report. I am/we are returning the requirements/recommendations sections duly completed with comments.

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 dates (s) for the following reasons:

Any further comments regarding this report

Print name -----Signed _____ Date _____
Responsible Person

Print name -----Signed _____ Date _____
Registered Manager

Please return this page and those pages with your comments beside each recommendation/requirement. Please use Tahoma and font 11 when completing your action plan before returning.

Action plan/provider's response noted and approved by Inspector:

Date:

Signature/Initial:

Requirements/Recommendations from this Inspection

It is a requirement under the conditions of registration that Child Day Care Centres Standards are met. Any additional recommendations are made with regard to recognised principles which underpin good practice and high standards within child day care provision. Therefore the registered person should act upon these recommendations.

Requirements Identified During This Inspection			
Identified below are areas addressed in the main body of the report which indicate non-compliance with the Regulation of Care Act 2013 and the Child Day Care Centres minimum standards. The requirements should be complied with within the given time scales.			
No	Standard/ Regulation	Requirements and Timescales	Details of Action taken (or to be taken) by Registered Person
1	2	The deployment of staff to be more specific to the activity. IMMEDIATE	Complete.
2	6	Emergency lights to be tested monthly and a written record kept. IMMEDIATE	Complete.
3	14	The children's records to include the children's 'first language/any additional language spoken'. IMMEDIATE	Ongoing – waiting for information to be returned from parents.
4	4	Work must be undertaken to eradicate the problem of rain water having come down one of the playroom walls. IMMEDIATE	Ongoing – contractor has been on site to assess cause, now waiting for contractor to complete work.

Recommendations from this inspection from research or evidence-based practice			
No.	Standard	Recommendation and Timescales	Details of Action taken (or to be taken) by Registered Person
1	1	It is strongly recommended that a written record is kept of who changed nappies on a specific day. Although there is a rolling rota, this method would	Complete.

	identify the staff member if there were any changes to the rota. E.g. staff absence.	
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Inspector: Jenny Percival

Date: 17/12/15

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20 JAN 2016
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Or

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Any further comments regarding this report

[Empty rectangular box]

Print name SS CLAXMATION Signed SS Claxmation Date 18/1/16

Responsible Person

Print name A. Gale Signed AN Gale Date 18/01/16

Registered Manager

Please return this page and those pages with your comments beside each recommendation/requirement. Please use Tahoma and font 11 when completing your action plan before returning.

Action plan/provider's response noted and approved by Inspector:
Date: 20/01/16 Signature/Initial: SP

10/1/16