



# Department of Health and Social Care

Registration & Inspection

## Inspection Report

2025-2026

### Victoria House Nursery

Child Day Care Centre

Date of inspection: 13 January 2026

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 13 January 2026.

### **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. We also sourced feedback from families who use the service.

In addition, the Care Services Regulations 2013 are considered when making regulatory decisions. There are opportunities within the regulations for registered providers to be creative, innovative and dynamic when applying them to their service.

### **Service and service type**

Victoria House Nursery is a child day care centre. This means they provide day care for one or more children under the age of eight for more than two hours in the same day and is not a private dwelling.

### **Regulatory Action in last 2 years**

Improvement notices / amendments / change of manager / inspection

Date	Action	Comments
31 January 2024	Annual Inspection	Two requirements were made Regulation 10 – Notifications Regulation 22 – Fitness of premises: Health and Safety

**Background to this inspection**

The last inspection of this service was carried out on 31 January 2024 and there were two (2) requirements served. Actions taken by the provider are reflected in this report.

**About the service**

The registered person must not look after more than fifty-four (54) children in total aged 0 (zero) years and above.

Main Building consisting of 2 floors: No more than forty-six (46) children aged 18 (eighteen) months and over in total of which no more than four (4) children aged 18 months – 2 years accommodated on the first floor.

Studio Building: No more than eight (8) children aged 0-2 (zero to two) years.

Log Cabin: No more than eight (8) children aged 2 (two) years and above.

Victoria House Nursery has designated the rooms to defined age groups. As above stated, the main building consists over two floor levels. In this building there is a kitchen where lunches and snacks are prepared. There are toilets located near the playrooms. The studio and log cabin are located to the rear of the premises.

There is a car parking area to the front of the premises and a large enclosed outside play area to the rear.

**The inspection**

This inspection was part of our annual inspection programme which took place between April 2025 and March 2026.

Inspection activity started on 12 November 2025.

**Inspection team**

This inspection was led by an inspector from the Registration and Inspection Team, who was also supported by a second inspector.

**Registered Manager**

This provider is required to have a registered manager to oversee the delivery of care at this service. A registered manager is a person who is registered to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

**Notice of Inspection**

The inspection was unannounced.

**What we did before the inspection**

We reviewed all the information we have received about the service since their last inspection. This included any notifications, complaints, compliments and safeguarding issues as well as the information sent to us in the provider information return (PIR) and supporting documentation.

The PIR is a document providers are required to send to us annually that provides us with key information about their service. We used all this information to plan our inspection.

Feedback was sourced via email from thirty (30) families who use the service, thirteen (13) responses were received and included the following statements,

- 'The staff are incredibly approachable'
- '(child) also absolutely loves going in, in the morning and even asks on the weekends if (child) can go to Nursery. A testament to the warm and inclusive team there'
- 'They promote interest in music and encourage the children's natural talent'
- 'Love that the staff are so supportive of (child) and that I can tell how happy and comfortable (child) is around them. I love the fact that (child) receives nutritious, healthy meals that (child) enjoys.'
- 'Nursery has such a welcoming and homely feel'
- 'Variety of activities set up every day'
- 'We like how they celebrate the holidays with decorations like Halloween, Christmas and Easter etc'
- 'Staff are lovely and so caring'
- 'The children's safety is a priority'
- 'ALL of the staff are welcoming, friendly and professional'
- 'Nursery have always gone above and beyond for (child)'
- 'Provide very regular updates through email and the Family app'
- 'It feels like they all love their jobs and the children'
- 'The staff are wonderful; communication is consistent and the level of care they show for not only our child but also us as a family is truly amazing. Alex and his team really have elevated the standard for childcare on Island, we are constantly impressed by Victoria House'

## **During the inspection**

We spoke with members of the staffing team, including the registered manager.

A visual inspection of all the rooms and the outdoor play area was undertaken. A range of documentation was reviewed. This included policies, completed medication and accident records, children's records, planning, the online application used by the setting and health and safety information. The files for 12 new staff members were examined in relation to recruitment and induction.

**Our findings:**

Safe – this means we looked for evidence that children were protected from abuse and avoidable harm.

The service was safe.

At the last inspection a requirement was made to ensure any safeguarding concerns were notified to the Registration and Inspection Team without delay. This action had been completed.

**Systems, processes and practices to safeguard children from abuse.**

Examination of the staff training matrix showed all staff had attended the required safeguarding training.

There was a system in place for recording and reporting any concerns raised which was supported by an up-to-date safeguarding policy. Staff spoken to clearly explained the actions they would take should they have any concerns. The information shared with us confirmed they were aware of their responsibilities to raise and report any concerns. Discussions with the registered manager confirmed they were clear in their understanding of their responsibilities should a concern be raised.

Staffing levels exceeded the required adult to child ratios which meant the staff team rarely worked on their own. This ensured the children and staff team were not being placed in vulnerable situations.

Staff take turns carrying out intimate care tasks and a second member of the team was close by to help minimise the vulnerability of the child and staff member.

**Staffing ratios and recruitment**

Staffing levels were safe and exceeded the required adult to child ratios. As well as the registered manager there were 17 members of staff caring for 41 children. Examination of attendance records showed that ratios have been consistently maintained on other days.

All staff had an up-to-date Disclosure and Barring Service (DBS) check in place and evidence was seen to show that online checks had been carried out on those that had signed up to the update service.

There were 12 members of staff who had commenced their employment at the setting since the last inspection. Evidence seen confirmed the provider had carried out all pre-employment checks prior to their respective start dates to ensure they were suitable to work with children.

New staff are given a three-month induction when they commence their employment. During this period, they are given information about the setting's daily routines, safeguarding procedures and policies.

Regular support meetings with management are undertaken to ensure each new member of staff are supported through the process.

All induction records were signed and dated by the staff and management. Training records for new staff were checked and confirmed they had completed the required mandatory training. Staff spoken to told us they found their induction to be 'helpful.'

## **Assessing risk, safety monitoring and management**

The building and grounds were found to be secure. The front door was locked and could only be opened by members of the staff team. Staff were vigilant in checking our identity cards and ensuring the visitors book was signed.

Examination of submitted documentation showed weekly fire alarm and carbon monoxide tests were being carried out, monthly tests were being carried on the emergency lights, fire drills were being undertaken termly, and fire extinguishers were being serviced annually.

There was evidence to show that all portable electrical equipment is being tested on an annual basis. There was evidence to show that daily fridge and freezer temperatures were being taken and were within the safe range.

The management team were in the process of reviewing their risk assessments. There were assessments for the premises, outings and activities. All were clearly dated.

## **Using medicines safely**

Systems were in place for the safe administration of medication. There was an up-to-date policy in place and all medicines were clearly labelled and being stored safely out of reach of children.

There were several children who need life-saving medications such as inhalers and Epi-pens, and these were stored in the rooms the children were currently in for easy access. To ensure the children's individual medical needs are met, members of the staff team have attended appropriate training to ensure they are able to administer specific medicines safely.

Parents are asked to complete the relevant documentation prior to the administration of any medicines. Medicines are only administered by management and are witnessed by a second member of staff.

A sample of completed medication forms were seen and found to contain all the required information.

## **Preventing and controlling infection**

Parents are asked not to send their children to the nursery if they have an infectious illness and there was a policy in place to support this. Personal protective equipment (PPE) was available and being used.

There was a cleaning schedules available that showed which staff member was responsible for cleaning a specific area. All areas throughout the setting were found to be clean. We were told any resources that are found to be broken are removed from the play area. All equipment and resources seen on the day on inspection were in good condition.

There was a maintenance programme in place, evidence was available to show concerns had been reported weekly and were being addressed.

**Our findings**

Effective – this means we looked for evidence that children's care, learning and development are supported and achieving good outcomes.

The service was effective.

**Staff skills, knowledge and experience to deliver effective care and support**

The children were being cared for by a staff team who had the relevant qualifications, knowledge and experience to support and care for them as well as promote their development and learning. All mandatory training was up to date, and the provider had offered a variety of training opportunities including attending childcare conferences in London to support the staff team to extend their knowledge and skills and be aware of current practice and trends.

There were five apprentices at the setting, who were enrolled with a local course provider. To support the apprentices the registered manager had completed her mentor training. She meets weekly with each staff member offering support and provide guidance. Staff members spoken to informed the inspectors they 'felt supported and there was a 'good support system in place.'

**Supporting and developing children's care and developmental needs**

The nursery follows the Early Years Foundation Stage (EYFS) which is a teaching framework that focusses on creating a supportive environment where children learn through exploration and interaction.

Each child has their own keyworker. The setting uses an online platform called Family. Staff record observations carried out in order to assess the children's developmental progress. These are shared with the parents on the on-line app used by the setting.

Planning sheets were displayed in the room where staff contribute ideas and activities which stem from the children's interests. Each activity planned, included the learning intention, there was also notes recorded after each activity on what learning had taken place and the next steps. Parents told us they are 'always informed about child's progress every single day' and the 'team is brilliant, very supportive and kind.' Another parent told us, 'the Family app is updated regularly and we recently had a parent/teacher evening where they walked us through (child) progress as well as shared an information sheet showing the various milestones and what (child) has achieved thus far.'

There was a balance of adult-led and child-led activities as well as spontaneous play. Children were also being encouraged to make their own choices as to what they wanted to play with and to enable this, resources had been made easily accessible to them. Staff had put a lot of thought and planning into the activities each day and there was a range of things on offer to keep all ages and interests engaged.

We observed a staff member reading a story to a group of children. They were sat snuggled together and the member of staff was animated and had all the children engaged in the story. There was lots of descriptive language being used by the children and the staff member used open questions in order to encourage more conversation.

In the entrance hall there was a 'Lending library', a box that was filled with a variety of different books where children are encouraged to borrow a book. This enables children to have a wider variety of books with their family.

### **Supporting a balanced diet**

The nursery provides lunch and snacks for the children that are cooked fresh every day by the nursery cook. The menu is organised on a two-week cycle. The children are offered a variety of foods for lunch such as chicken katsu curry with rice, homemade cottage pie, pasta bolognese, chicken casserole and vegetable curry with basmati rice. Snacks consist of scotch pancakes with fresh berries, Crumpets with jam, Sliced strawberries with honey and yoghurt and crudities with dips. Dairy free and vegetarian options were available to ensure all needs are catered for.

The cook explained how she was aware of the dietary needs of the children and how she ensures there are a variety of foods available for any dietary requirements.

Lunch time was observed to be relaxed, and the children were not rushed to eat their food. Staff sit and eat with the children, talking to them while eating to make it a social occasion and encourage the children to enjoy mealtimes.

Relevant information had been shared with the staff to ensure they were aware of the children's dietary requirements and preferences.

Children's water bottles were in an easily accessible area to the children so that they could access them independently throughout the day.

### **Working with other agencies to deliver effective care and support**

We were informed the registered manager liaises with outside agencies to ensure the individual needs of a child are supported. They also ensure parents are kept informed and involved with every decision.

**Our findings**

Caring – this means we looked for evidence that the service involved and treated children with compassion, kindness, dignity and respect.

The service was caring.

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

The atmosphere within the nursery was calm, with relaxed and comfortable interactions observed between staff and children. Staff demonstrated attentiveness and care, and conversations during the inspection highlighted that they knew the children well.

The staff team consistently showed respect towards children. During activities, staff offered praise and words of encouragement and engagement. Interactions between children and staff were positive, with language tailored appropriately to each child's age and level of understanding.

Throughout the day, positive relationships and calm interventions were promoted. Observations indicated that staff had built strong, trusting relationships with the children, contributing to a nurturing and supportive environment.

This was evidenced in the feedback we received, parents told us, 'Staff know all kids names and things about them' and 'all the teachers there are fantastic, the first thing (child) does when (child) arrive is gives a hug to each of them.'

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

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

Children were encouraged to make choices about their play and staff were observed promoting the children's independence by involving them in tasks and stepping back when appropriate in order to encourage the children to do things for themselves.

Confidential information was being held securely, and any sensitive information was only shared with relevant staff on a need-to-know basis. Safe systems were in place to ensure the nursery's computer and on-line application were protected.

**Our findings:**

Responsive – this means we looked for evidence that the service met children's needs.

The service was responsive.

At the last inspection there was a requirement made that the provider ensured they had written evidence from parents requesting their child's packed lunch is not to be stored in the fridge. This action has been completed.

**Delivering personalised care**

Prior to children starting at the setting, parents are asked to provide information regarding any cultural needs, languages, dietary preferences/requirements and or any medical conditions their child may have. This information had been shared with the staff team to ensure the individual needs of the children were being met.

Parents are also asked to complete an 'All About Me' booklet. The booklet asks for information that helps the team know about things the child likes, what bothers them, what makes them laugh, sad, happy and angry, their favourite stories, nursery rhymes, foods and toys. It also asks who they live with, what pets they have and what they can do by themselves. This information has been shared with the team to ensure the individual needs of the children were being met.

There were resources throughout the setting that reflected equality, diversity and inclusion and the registered manager informed us this will always be a consideration when new resources are purchased. This will ensure all people attending the nursery will know they are valued and will also promote the children's awareness and respect for the world around them.

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

The setting had a detailed, up to date policy in place. A copy was displayed by the entrance of the setting for parents and visitors to see. Parents told us they found the registered manager and staff team to be 'approachable and would be comfortable raising any concerns with them.'

The registered manager told us any complaints or concerns are discussed with the team and are used as an opportunity to learn and improve the service they are providing.

There had been three complaints received since the last inspection. There was evidence in place regarding documentation to show the complaint had been actioned and the procedure followed as per policy.

**Supporting children when dealing with significant events**

The setting was prepared to support children and their families during significant events. Staff had access to a wide range of resources designed to help children understand and process what was happening.

The registered manager informed us they would work with parents and other professionals to ensure children received consistent and appropriate support.

**Our findings**

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, child-centred care; supported learning and innovation; and promoted an open, fair culture.

The service was 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.**

The registered manager and responsible person demonstrated a clear, shared vision for the future direction of the nursery. Both the manager and the responsible person placed high importance on the overall well-being of the children and a positive culture among staff. This commitment was evident through the activities provided to the children and staff and the thoughtful touches observed during our inspection.

The staff team had a good relationship with each other and worked well together. We were also informed team meetings are being held monthly and a record of the meetings was seen. The meetings are used to discuss children's progress, new ideas, working practice and staff monthly successes. The agenda for staff meetings is shared with the team before the meeting, giving staff opportunities to add topics or any concerns they wish to discuss to the meeting.

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

Discussions with the registered manager confirmed that they had a clear understanding of their responsibilities and felt well supported by the owner of the setting.

Regular one-to-one supervisions were taking place with staff, who reported that they found these meetings 'helpful and supportive.' The registered manager worked closely alongside the team, enabling her to continuously monitor and review the quality of care being delivered. Outcomes from these reviews were shared with staff during supervision sessions, ensuring ongoing reflection and improvement.

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

Parents were kept well informed about their child's experiences through both the online application and daily verbal feedback from staff. Evidence gathered from parents confirmed that they found the team approachable and friendly, and that communication was consistent and meaningful.

One parent told us they, feel there is a genuine effort to offer value to parents, treat staff well which contributes to it being a happy environment for the children to be in' and 'Victoria House is great for providing daily updates, as well as sending out letters and having parents' evenings where we discuss the progress and have the opportunity to ask any questions we might have'

Staff reported they enjoyed working at the nursery and described the team as supportive. They highlighted that management provided regular opportunities to attend training courses, which enabled them to further develop their knowledge and skills. One staff member told us what she loved about working at the setting, 'I generally love the bonds with the children, I love making them happy cause

they make me happy. They also said they felt they were 'developing good relationships with each other and the families attending the setting.'

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

The registered manager carries out regular audits of the premises, working practice, resources and equipment. This helps to identify any common trends and, where necessary, make changes in order to improve the provision.

The setting has made several improvements since the last inspection, including introducing healthier snacks and home-cooked lunches, adding Drama Tots sessions and private piano lessons, and constructing a new under-twos playground. The provider now supplies nappies and wipes for all children and has completed a full rebrand, launched a new website, and introduced a holiday credit scheme for parents.

The setting was also nominated for Excellence in Customer Service at the Awards for Excellence and achieved sustainable Mann Accreditation.

### Action we have told the provider to take

The table below shows a summary where regulations were not being met and where we require the provider to send us a report that states what action they are going to take and the timescale for that action. We will check that this action is taken by the provider.

Regulation	Requirement
	No requirements were made.