



Haven Day Nursery and Creche

Inspection report for early years provision

Unique Reference Number	109927
Inspection date	22 September 2006
Inspector	Lilyanne Taylor
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Type of inspection	Childcare
Type of care	Full day care

ABOUT THIS INSPECTION

The purpose of this inspection is to assure government, parents and the public of the quality of childcare and, if applicable, of nursery education. The inspection was carried out under Part XA Children Act 1989 as introduced by the Care Standards Act 2000 and, where nursery education is provided, under Schedule 26 of the School Standards and Framework Act 1998.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004; the National Standards for under 8s day care and childminding; and, where nursery education is provided, the *Curriculum guidance for the foundation stage*.

The report includes information on any complaints about the childcare provision which Ofsted has received since the last inspection or registration or 1 April 2004 whichever is the later.

The key inspection judgements and what they mean

Outstanding: this aspect of the provision is of exceptionally high quality

Good: this aspect of the provision is strong

Satisfactory: this aspect of the provision is sound

Inadequate: this aspect of the provision is not good enough

For more information about early years inspections, please see the booklet *Are you ready for your inspection?* which is available from Ofsted's website: www.ofsted.gov.uk.

THE QUALITY AND STANDARDS OF THE CARE

On the basis of the evidence collected on this inspection:

The quality and standards of the care are good. The registered person meets the National Standards for under 8s day care and childminding.

WHAT SORT OF SETTING IS IT?

Haven Early Years Centre opened in 1997 and was designated a children's centre in 2004. The provisions the centre offer comprise of a nursery for children in receipt of government funding for nursery education, day care for children up to the age of four years and a crèche for children of parents, carers and members of the community attending the centre. The centre provides a variety of courses and drop-in support groups for parents, carers, their families and persons living in the community. The nursery provision is open from 09:00 to 11:30 and 13:00 to 15:30 each week day during term time only. Children attending the nursery are able to attend a breakfast club which operates 08:00 to 09:00, a lunch club which operates from 11:30 to 13:00 and an after school club which operates 15:30 to 18:00. Day care provision is open for children up to the age four years during term time and for children up to the age of seven during holiday periods, from 08:00 to 18:00. A crèche provision is operated within these times as required to support various adult groups and courses that are run in the centre. The centre is registered to provide care for a maximum of 150 children at any one time aged from 0 to under eight years.

All services are housed in a purpose-built building with outdoor play areas for the children.

There are currently 79 children registered for day care aged from three months up to four years; of these 41 are in receipt of funding for free early education.

The setting welcomes children with learning difficulties and/or disabilities.

The centre employs 40 staff to work with the children in the nursery, day care and crèche. Most hold an early year's qualification. Qualifications of staff range from an NVQ Level two in child care through to qualified teacher status. One member of staff holds a National Professional Qualification in Integrated Centre Leadership (NPQICL) and two qualified teachers work in the nursery.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is good.

Children are well protected and enjoy a clean and healthy environment because staff consistently implement stringent hygiene procedures to help prevent the possible spread of infection. All children are becoming aware of good hygiene practices regards to their own personal hygiene; they are encouraged to wash their hands after toileting and prior to the eating of any meals or snacks, drying them on paper towels which are then disposed of appropriately. Babies have their hands and faces wiped by staff using a wet wipe. However, procedures used for children when washing their hands prior to eating meals does not fully protect all children from germs; some children wash their hands then play on the floor until their meals are ready. Children are encouraged to follow a healthy diet at home and at the centre. While at the centre children are offered a range of healthy meals and snacks daily which include fresh fruit, meat, vegetables and rice. Parents wishing to adopt this lifestyle at home for their children are able to attend a course on how to promote healthy eating at home; the main ingredients required for the recipes they are given is fresh fruit and vegetables. Comprehensive procedures are in place to ensure children's dietary needs and any allergies are clearly recorded and all staff are informed, helping to keep the children healthy. Staff ensure drinks are freely available to children throughout the time they are in the setting which ensures they do not go thirsty.

Children benefit from the flexibility of the systems used during snack and meal times. These are great social events as staff sit with the children engaging them in purposeful conversation. Babies are fed on demand and not made to be part of the routine.

All children are able to sleep and rest according to their needs.

Staff have a clear understanding of the procedures to follow when recording accidents and the administration of medication. Parents are informed of all accidents and required to sign their acknowledgement of entries recorded. All staff in the centre have a first aid qualification, ensuring that children will be attended to immediately and appropriately if they have an accident. Specific information regarding any medical conditions children may have and how they are to be treated is recorded and all staff made aware. Parent's permission is sought so that staff are

able to seek emergency treatment or advice for their children if necessary. Fully stocked first aid boxes are stored around the centre to ensure there is no delay if an accident occurs. Parents are informed of the settings policy regarding the care of sick children and the exclusion period required for children suffering from any communicable diseases. If children become ill whilst in the setting staff ensure they are cared for sensitively while waiting to be collected by their parent.

Children have ample opportunities to use a range of large and small equipment which helps develop their physical skills. For example, they use cutters, rollers, glue sticks and various sized paint brushes to develop their fine motor skills and practise crawling, running, jumping and climbing using an extensive range of apparatus which helps develop their large motor skills. In addition to this children have opportunities to be out in the fresh air while attending the centre with their parents, carers, family members and members of the community to join in with joint projects the centre organise. For example, they help to restore the outdoor play area by joining in with activities such as painting the fences and the stepping stone foot prints that adorn the outside and assist in the making of sandpits.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Children enjoy a safe, secure and welcoming environment. All areas of the centre are vibrant and stimulating with a substantial range of posters and photographs on show. Children's work is displayed brightly and useful information to support children, parents and staff is all around the walls, making all visitors and families feel welcome. Access to the premises is monitored ensuring no unauthorised persons gain access to the children. All visitors are required to sign in at reception and to state the purpose of their visit. Visitors are escorted to the areas within the centre they are attending. Areas where children are being cared for have restricted access; entry can only be gained by personnel who know the coded system.

All areas of the centre and equipment children use is well maintained. Comprehensive written risk assessments are undertaken regularly, ensuring that all areas of the centre and the equipment used is safe for the children. Children are becoming aware of the importance of keeping themselves safe through the centres routines such as fire drills that are practised regularly at different times. This ensures all children who use the centre understand what to do in an emergency. Emergency evacuation cots are available to ensure younger children can exit safely. However, the fire register of children in attendance is not always kept up-to date to reflect the number of children actually present. In addition to this it is not always clear to see whose care the children have been in; staff's record of attendance is not always recorded. Consequently, children's safety is compromised. Children benefit greatly from the extensive range of equipment and resources used daily in the centre. Resources are stored low-level and are easily accessible to the children.

There are clear procedures in place for the safe arrival and collection of children. Children are only allowed to be collected by persons authorised and passwords are requested for extra protection.

If a child is not collected from the centre then systems in place ensure they are kept safe.

Children are extremely well protected because all staff have child protection training as part of their induction and all have a detailed understanding of child protection procedures. Parents are made aware of the centres duty as day care providers to share any concerns they may have. Pre-existing injuries of children are recorded. Management have systems in place to ensure if an allegation of abuse were to be made against a member of staff appropriate investigations and action would be taken.

Helping children achieve well and enjoy what they do

The provision is outstanding.

Children thrive and enjoy the time they spend at the centre. They come in happily and settle quickly on arrival. Children plan what they want to play with and self-select from the extensive and stimulating range the centre offers. Children benefit greatly from the organisation and layout of the setting. They free flow between activities and designated play areas indoors and outdoors. Children are beginning to show high levels of confidence as they explore their environment, making independent choices and decisions about the experiences they enjoy.

Staff effectively support the children as necessary in their chosen activity. They are skilful in their interaction, constantly encouraging children to expand on their own knowledge and skills.

Children relate well to staff and enjoy their company. Staff sit with children and interact with them well, joining in with their play.

Children have opportunities to explore and investigate the resources and materials available, for example during a marble rolling paint activity children, spend time watching the marble roll from one end of the paper to the other commenting on the patterns they have made. Staff effectively use the Birth to three framework to support and enhance the development of children under three-years-old. For example, they have treasure baskets which consist of natural and man made materials with differing textures which they can explore and investigate, make marks with chinks and do gardening, filling their wheelbarrows with soil then planting bulbs. Staff know all the children and their families extremely well. They have a clear understanding of the developmental needs of children; as a result children's individual needs are met and they are given the time they need to create and express their own thoughts and ideas.

The setting is flexible to meet the needs of the children and staff supervise their interaction exceptionally well, enabling all the children to play together, building strong relationships. Children are becoming aware of how to manage their own behaviour through the support and guidance they receive from staff. Staff effectively praise and encourage the children when they share or take turns with each other, developing their ability to recognise the needs of others effectively. Children's individual progress is monitored effectively and activities are planned to ensure their next steps are being met. Staff interact extremely well with children of all ages, developing their speech and social skills, enabling them to become skilful communicators as they progress through the centre.

Helping children make a positive contribution

The provision is outstanding.

Staff have an exceptionally clear understanding of equal opportunities and implement the setting's comprehensive policies effectively. Children and their families are equally included in the life of the centre, because staff promote a sense of belonging and harmony for all. As a result of staff's sensitive and understanding attitude, parents are offered high levels of support and guidance, underlined by unconditional acceptance.

Each child is treated as an individual and staff work closely with all parents and carers to ensure each child's needs are being met in the best possible way. Staff take the time to get to know each child and their family well; they are friendly, approachable and work hard to build trusting relationships. Extremely good systems in place ensure new children and their parents or carers are made to feel welcomed and a part of the centre. Home visits are made by the child's prospective key worker and co-key worker. This provides the opportunity for parents or carers to discuss confidentially any care needs they may require for their children and children are able to become familiar with the adults who will be caring for them. This helps ensure their transition from home is smooth. In addition to this if children attend the drop in sessions or crèche the centre provides they get to know the environment in which they will be cared for. Pre-visits are able to be made to the centre and parents and carers are able to stay with their children until they feel happy and confident to leave their children alone. All children have equal access and time to participate fully in all the vast range of activities provided. Children are becoming aware of the world around them; they have access to various multi-cultural resources, and opportunities to see visitors that come into the setting to share their professions.

The centre has extremely clear procedures in place to support children with learning difficulties and/or disabilities. There is a designated special needs co-ordinator (SENCO) who has detailed knowledge of her role and responsibilities. The centre works closely with parents and liaise effectively with other agencies to fully support the children and their families effectively. Children's individual care packages are incorporated into the programme to support the children and build their confidence within the group and their home environment.

Staff's management of children's behaviour is exceptionally good. Staff take the time to discuss with parents any behavioural issues of children and they have an understanding that some unacceptable behaviour that children display is a result of an additional need they may have. Staff support parents to work with strategies they use within the centre to ensure children are provided with consistency. Parents are able to have a home visit made by the centres home link worker who is able to offer and provide support for the whole family. Parents express that this has a significant impact on improving the family's home situation as a whole and the activities they now feel they are able to do with their children.

Children are becoming aware of what is expected of them and they respond well to the high expectations of the staff. The full daily programme ensures children are busy and engaged in activities at all times. Staff praise and encourage the children at every opportunity. Children feel valued and respected because they are listened to and staff respond fairly.

Children benefit from the outstanding partnership the centre establishes with parents. Children's needs are met and the care they are provided with is continuous. Daily communication staff have with parents is unthreatening, relaxed and unhurried. Parents express that staff always make time to speak to them; 'no time is not an inconvenient time'. Daily dairies exchanged are valued by parents. These provide them with an over view of how their child has spent their day and the care they have been provided with. Parents are able to write in these any information they feel they would like to share with staff from home. In addition to this children's records are passed through to each area of the centre they are in so all staff are aware of any specific needs children may have. Parents are exceptionally happy with the centre and they are kept fully informed about their children's experiences and progress. Children under three have a book 'all about me'. This includes photographs of children engaging in a range of activities; written alongside for parents to see is the progress their child is making in their development through such activities based on the Birth to three framework. Further information and details of the Birth to three framework is displayed clearly on the parents' notice board. Staff meet with all parents to discuss how the children benefit from the systems in the settings. They have access to their children's records at any time on request, helping to keep them fully informed of the children's progress and their next steps. Parents are able to attend courses the centre provides such as Confident Parents Confident Kids (CPCK) and they are invited to take part in projects and courses alongside their children. The clear and concise documentation the centre provides enhances the worthwhile and professional working relationships they have established.

All parents receive a very comprehensive prospectus which informs them of the operational procedures of the centre and some of the policies the centre works to so they are aware of how their child is to be cared for.

Parents are aware of the procedures they should follow if they have any concerns regarding the care their child is receiving. The clear procedures management has in place to deal with complaints should they receive any, ensures parents will have their concerns acknowledged and responded to within the set regulatory timescales. In addition to this an Ofsted poster displayed provides information of the regulatory bodies detail should parents wish to express to them any concerns or views they have of the centre.

Organisation

The organisation is good.

Children are well cared for by suitably qualified staff. Robust employment and recruitment procedures in place ensure all adults are suitably checked and have the necessary skills and qualifications to be working with children under the age of eight. New staff complete an in depth induction programme, ensuring children are kept safe. Systems in place ensure all staff's ongoing suitability is checked, this includes management undertaking back to work interviews for any staff that have been absent. Staff work extremely well together to ensure all outcomes for children are positive. Staff are committed to updating their knowledge in childcare; some are working towards enhancing the existing qualification they hold in child care and all attend various in-service training days. Management are committed to ensuring the quality of care children receive is of a good standard. Ratios of staff to children are maintained at all times and staff deployment is very effective, enabling staff to provide high quality support and

supervision for all children. Daily routines are organised exceptionally well and run extremely smoothly. Children are able to move freely from one activity to another. This ensures they are fully occupied and stimulated throughout the day, which has a very positive effect on behaviour. All staff have knowledge of first aid and most procedures and practices the centre works to, which contributes to children's health, safety and well being. Documentation that requires parents' consent is in place and most records are maintained as required. Management and staff consider it to be most important to respect confidentiality and to show sensitivity and respect toward parents and their children. They are aware the information they are made aware of through the nature of their employment and the records they maintain of children is confidential, and are careful to ensure it is kept safe.

The centre meets the needs of the range of children for whom it provides.

Improvements since the last inspection

At the last inspection the centre were asked to ensure all policies and procedures are made available to the parents and to ensure all staff attendance is clearly recorded in the day nursery.

Management have taken steps to ensure all parents are aware of the policies and procedures the centre works to with their children. Included in the prospectus parents receive is a list of the policies and procedures and where they can be located within the centre if they wish to view them. Although a record of staff in attendance at the centre is kept, records that provide information of the actual area of the centre they are working in are not always updated. Consequently, it is not always clear to see whose care children are in.

Complaints since the last inspection

Since April 2004 there have been no complaints made to Ofsted that required the provider or Ofsted to take any action in order to meet the National Standards.

The provider is required to keep a record of complaints made by parents, which they may see on request. The complaints record may contain complaints other than those made to Ofsted.

THE QUALITY AND STANDARDS OF THE CARE

On the basis of the evidence collected on this inspection:

The quality and standards of the care are good. The registered person meets the National Standards for under 8s day care and childminding.

WHAT MUST BE DONE TO SECURE FUTURE IMPROVEMENT?

The quality and standards of the care

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- review the existing procedures relating to children's hand washing prior to lunch times
- ensure records of children and staff's attendance are consistently updated to show the actual times children are present within the centre and the areas staff are working in so it is clear to see whose care children are in

Any complaints about the inspection or the report should be made following the procedures set out in the leaflet *Complaints about Ofsted Early Years: concerns or complaints about Ofsted's role in regulating and inspecting childcare and early education (HMI ref no 2599)* which is available from Ofsted's website: www.ofsted.gov.uk