



## **Kinson & West Howe Children's Centre @ Sure Start Heathlands**

Inspection report for early years provision

<b>Unique Reference Number</b>	155627
<b>Inspection date</b>	11 October 2006
<b>Inspector</b>	Anne Mitchell
<b>Setting Address</b>	Heathlands Primary School, Andrews Close, West Howe, Bournemouth, Dorset, BH11 8HB
<b>Telephone number</b>	01202 578802
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<b>Registered person</b>	NCH
<b>Type of inspection</b>	Childcare
<b>Type of care</b>	Crèche

## 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](http://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 outstanding. The registered person meets the National Standards for under 8s day care and childminding.

### WHAT SORT OF SETTING IS IT?

Kinson and West Howe Children's Centre crèche at Heathlands opened in 2001. It operates from the Sure Start annexe at Heathlands School in West Howe, Bournemouth. Facilities include two playrooms, an outside play area, kitchen and toilets. It serves the local area.

The crèche is registered to provide care for a total of 16 children from birth to five years of age, at any time. The number of children on roll varies considerably depending on the needs of the community. Children attend for a variety of sessions. The crèche currently supports a number of children who speak English as an additional language.

The setting opens five days a week all year round. Sessions are varied in length and run according to the requirements of parents. A timetable for each term is available.

A total of 14 staff are available to work with the children. All the staff hold early years qualifications. The setting receives support from Bournemouth Borough.

## THE EFFECTIVENESS OF THE PROVISION

### Helping children to be healthy

The provision is outstanding.

Children are fully involved in learning about a healthy lifestyle and excellent hygiene routines, through the effective interaction and role modelling of staff. Children are actively encouraged to wash their hands at the low level sink in the main playroom, after messy play and before snack. They are given lots of positive encouragement and explanation which helps children understand why it is important, and makes it fun for the youngest of children. A child is told 'Let's wash all the germs away with the bubbles', and participates enthusiastically, singing as they do so. Nappy changing routines are very good. Staff use gloves and aprons to limit the spread of infection, keeping babies well occupied and focussed on the bright mobile above the changing unit. They maintain good eye contact and use lots of positive verbal interaction at all times to ensure babies are comfortable and happy.

During everyday play children have excellent opportunities to learn about good health. A child talks excitedly about the colour of her toothbrush following a lively story about a visit to the dentist. This inspires lots of discussion about cleaning teeth after breakfast and at bedtime. In the home corner, children make 'meals' for staff, who thank them enthusiastically, saying 'Mmmm, I love tomatoes. They are really good for you'.

Stringent procedures are in place to ensure equipment is clean and thorough cleaning routines are followed to ensure children enjoy a clean and well maintained environment. Younger children benefit from the staff's knowledge and understanding of the Birth to three matters framework. Their emotional wellbeing is fully promoted as they enjoy close and warm relationships with key staff members. Staff consistently use positive facial expression, maintain good eye contact and talk to babies and toddlers continually. Younger children gain confidence rapidly, as they are supported by friendly and familiar adults.

Children have daily opportunities for physical play and fresh air in the soft surfaced and enclosed outdoor area. During longer crèche sessions, children enjoy short walks through the local neighbourhood to collect leaves or visit the toy library.

Children's dietary health is very well supported as their individual needs are recorded, and highlighted with a coloured dot to alert staff to specific allergies or cultural requirements. Fresh drinking water and cups are available for children throughout the session to maintain their fluid levels. There is a low level displayed photo prompt to remind even the youngest of children that they may have a drink at any time. A range of healthy snacks is enjoyed by children mid-session, comprising of fruit, crumpets, wholemeal toast and spreads. This is an enjoyable and social time where all the children sit together, older children being able to pour their own milk or water and spread their toast with their preferred topping.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is outstanding.

Children benefit from being cared for in very secure premises where access to the building is constantly monitored. Visitors sign in, and rigorous systems are in place to ensure children are collected by suitable adults, including the use of a coded password. Children play happily in a safe and secure environment. Toys and equipment are very well maintained and checked regularly. All equipment is suitable for the age and stage of development of children attending. An enclosed 'soft' area for immobile babies ensures that they are well stimulated, and safe from mobile toddlers and older children. The exceptionally high staff ratio ensures excellent supervision and support for all children.

Even the very youngest children can access toys safely as they are stored on low level shelving, and staff are available to help. Rigorous risk assessments are completed on a very regular basis to ensure children are safe at all times. Children's knowledge of keeping themselves safe is effectively promoted through discussion with staff in stories, indoor and outdoor play, and planned activities. During imaginative role play, a three-year-old leaves the house to 'go shopping'. She is reminded by staff member 'Be careful crossing the roads, see you later'.

Younger children become skilful in a range of movements large and small due to the staff's excellent knowledge and good working practice of Birth to three matters framework. Babies and toddlers are very well supported as they climb the low steps and manage the low level slide. A baby who has recently learned to walk is given space to explore and manoeuvre around the room, while monitored, supported and encouraged by staff. Babies and toddlers have very good opportunities to use tools, such as paintbrushes, large threading beads and puzzles to develop their hand and eye co-ordination and small muscle development.

Children's welfare is evidently paramount and they are well protected from harm and neglect. All staff have a secure and thorough knowledge and understanding of child protection issues. They undertake child protection training and update this as necessary. They follow clear policies and procedures that are shared with, and understood by parents and carers.

## **Helping children achieve well and enjoy what they do**

The provision is outstanding.

Children are animated and enthusiastic as they arrive at the crèche and independently choose an activity. Outcomes for children are excellent as there is an extensive range of well planned activities and resources available. Children demonstrate a real eagerness to attend, arriving with confidence and they settle quickly and happily. A three-year-old rushes into the role play area eagerly, immediately making tea and cakes for a member of staff. Children develop good relationships with staff and with each other. Children are valued and welcomed warmly by staff, who admire what they are wearing, and chat to them about what they have been doing.

Children choose from a broad range of innovative activities. Children feel the texture and move their fingers and wheeled toys over a table covered with glittery foam, with cling film over the top. They watch the patterns change and move. Another child enjoys finding her favourite colour in a book of textile samples, feeling the soft materials, and comparing the colours to

her dress. Children enjoy sustained and child led role play in the exceptionally well resourced home corner. Children benefit greatly from the staff's participation in their play. Adults demonstrate genuine enthusiasm in providing children with positive learning experiences through play. All children have excellent opportunities to use their imagination and natural curiosity through the extensive range of play provided. Children brim with confidence. A child approaches a visitor to the group to show the picture they have drawn, saying 'You have it and put it on your fridge!'

Babies develop close relationships with their carers, who use continual verbal interaction and facial expression to encourage them to use their voices in response. Staff's knowledge and understanding of the Foundation Stage curriculum and the Birth to three matters framework enables them to develop purposefully planned activities and play experiences that support children in all areas of their development. This provides a stimulating and vibrant environment where children of all ages and abilities flourish successfully.

### **Helping children make a positive contribution**

The provision is outstanding.

The warm and welcoming environment is completely child orientated and very inviting. Bright wall displays and beautifully laid out resources, draw children into the room at the start of the session. Children are highly valued and demonstrate a clear sense of belonging, as they ask their parents to attend even on days when the crèche does not run. Babies' and toddlers' home routines are followed to ensure consistency and to help children settle well. Staff know the children well through information provided by parents, including favourite toys and special words. Staff are committed to meeting the children's individual needs, and they do so effectively.

There is an extensive and well maintained range of resources that provide children with positive images of disability and diversity. This ensures children successfully learn to acknowledge and respect difference in their own community and in the wider world.

Children and families who have English as an additional language are very well supported. There are language classes for parents and effective strategies used with children, such as clearly illustrated books, simple explanation and repetition, gesture and key words used by staff in the child's own language, where possible.

Children's behaviour is exemplary, given their differing starting points, and staff are highly skilled in managing children's behaviour in a positive way. They effectively pre-empt minor conflict, using clear explanation and diversion well. Children are highly praised for their achievements and being kind and helpful, and this encourages very good behaviour.

Partnership with parents is excellent. They are able to attend a variety of adult learning classes such as information technology, maths, English and keep fit, while their children are cared for in the crèche. Parents' views and opinions are sought and appreciated in a number of ways. Monthly parent forums are very well attended. Suggestion boxes, comments' book and daily discussion with staff and management help staff plan additions and improvements to the timetable. Information about the setting is comprehensive and available in many languages. Staff have developed strong relationships with the parents using the centre, who value the

level of care provided. In discussion parents are clear that attendance at the centre has been a positive experience for them and their children and they recognise that their children are happy and are progressing well.

### **Organisation**

The organisation is outstanding.

Children benefit greatly from the highly qualified and experienced staff who care for them. There are rigorous and robust systems in place to recruit and check staff, to ensure children are cared for by suitable adults. Staff are extremely committed to continual training and professional development, and are exceptionally well supported by management to ensure their personal and professional development is fostered.

Staff work very well as a team, providing a comfortable and welcoming atmosphere for parents and children within the setting. All staff hold child care qualifications, exceeding the requirements of the National Standards. Staff meetings are held regularly to evaluate the effectiveness of the setting, and to monitor children's progress.

Very high staff ratios ensure all children are extremely well supported, and that babies are cared for on a one to one basis, whenever possible. Space, resources and activities are exceptionally well organised to meet the needs of all the children effectively and allow sufficient space to play, inside and out. Children's needs are considered a priority when planning the deployment of staff.

Staff are highly motivated, and demonstrate a conscientious and caring approach to the children in their care. Children are evidently the staff's absolute priority during the crèche session, and their energy is focussed on meeting the children's individual needs at all times.

All required documentation that supports children's health and welfare is clear, up to date, and shared effectively with parents. The policies and procedures that reflect the excellent child care practice are available at all times.

The setting meets the needs of the children for whom it provides care.

### **Improvements since the last inspection**

At the last inspection, the provider agreed to make sure that the written record, signed by parents, of medicines given to children is available at all times. Clear records are now kept to support the health and welfare of children attending.

### **Complaints since the last inspection**

Since the last inspection 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 can 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 outstanding. 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

No recommendations for improvement are made because the quality and standards of care are outstanding.

Any complaints about the inspection or the report should be made following the procedures set out in the leaflet *Building better childcare: Compliments and concerns about inspectors' judgements* which is available from Ofsted's website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)