



Wentworth Tennis and Health Club Creche and Playscheme

Inspection report for early years provision

Unique Reference Number	120306
Inspection date	06 December 2006
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Type of inspection	Childcare
Type of care	Out of School care, 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.

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 satisfactory. The registered person meets the National Standards for under 8s day care and childminding.

WHAT SORT OF SETTING IS IT?

Wentworth Tennis and Health Club Crèche and holiday camp are located in the private grounds of the health club in Virginia Water. The crèche operates from one large room which is purpose built to accommodate young children up to the age of eight years. There is an enclosed area outside for outdoor play.

The holiday camp is based in a children's studio. The children aged four to 12 years have access to a variety of facilities within the club. The crèche and the holiday camp are only available for the members of the Club and their personal guests.

The crèche opens Monday to Saturday 08:30 to 17:00 and Sunday 08:30 to 13:00. The crèche closes 13:00 to 13:30 each day. The minimum number of staff working directly with children at any time is two, increasing with occupancy.

The holiday camp is open Monday to Friday 10:00 to 15:00, during holiday periods, although this aspect of the service is currently suspended. There are a minimum of three staff deployed in the holiday camp at any one time, when operational.

The setting makes provision for children with special needs and children who speak English as an additional language.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is good.

Children are cared for in clean and hygienically maintained surroundings. Staff manage children's personal hygiene needs appropriately using well resourced and equipped facilities. Children begin to learn how to manage their own personal hygiene needs and to understand why this is important, because the staff take the time to talk to children as they are helped to wash their hands after using the toilet or having a nappy changed for instance. Children benefit from regular opportunities to develop their physical skills as they play outside in the securely enclosed play area.

Staff have appropriate training and resources to deal effectively with any accidents or health conditions. A detailed sick children policy and permission for any emergency treatment underpins staff's understanding of how to protect children from infection and ensures that children receive appropriate care in an emergency situation.

Children take regular drinks provided by their parents. Staff ensure that drinks and snack items are accessible to the children, and offer additional refreshments such as fresh fruit and water if needed. Staff record any special dietary needs or allergies to ensure that children are protected from any unsuitable materials.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Children play and rest in a warm and welcoming environment. Staff decorate the room with examples of the children's art work in which the children take justifiable pride. The setting's premises are well maintained and provide comfortable areas for play and rest.

Children use a wide and varied range of resources that are attractively arranged to encourage children to make independent choices. Resources are kept in good condition and are suitable for the whole age range catered for. The play materials are likely to promote early learning and help children develop new skills.

Children benefit from the careful attention to safety and security. Visitors and clients may only gain entry via a securely controlled door and a child proof safety gate. All potential hazards have been identified and steps taken to reduce risks to children. A daily risk assessment ensures that the premises are constantly monitored to maintain a safe and secure environment. There

are appropriate fire precautions and procedures although there is no evidence that emergency evacuation drills are practised regularly.

Staff understand their roles in respect of child protection and how to recognise any signs or symptoms of abuse. However, the policy statement, that under-pins their knowledge of referral procedures if they had a cause for concern about a child's welfare, includes some misinformation.

Helping children achieve well and enjoy what they do

The provision is good.

Children come into the setting happily in general. Any children who have initial separation difficulties are helped by staff to overcome their worries in a gentle and sensitive manner and soon settle well. Staff offer lots of cheerful, attentive support to children. They play with them at their own level and participate enthusiastically in their chosen activities.

Children relate very well to the staff and, with their support, begin to develop good relationships with their peers even though they are not necessarily well acquainted with each other. Children choose their own resources and activities, often sharing their experiences with the staff. Children cuddle in comfortably to staff members to hear a story and point out words and pictures. They enjoy making crafts and paintings and show great pride in having these displayed around the room. Staff allow them to decide where their work should be hung, and children proudly point out their work to their parents.

Children show good levels of concentration during some activities. They move around freely and make independent choices from the range of materials and activities set out. Staff plan informally and include aspects of the Foundation Stage early learning goals within their plans. For instance, children are encouraged to begin to link words and letters through labelling of resources.

Helping children make a positive contribution

The provision is satisfactory.

Children receive individual care and attention from staff that is guided by their age and stage of development as well as their personal needs and requirements. A policy statement that is shared with parents underpins staff's positive and accommodating attitudes. Staff demonstrate a willingness to acquire any necessary skills to support children with learning difficulties or disabilities appropriately through on-going training.

Staff manage children's behaviour in a positive and sensitive way that takes into account their individual needs and situations. They effectively distract and re-focus children's attention away from any problems that may arise. Children respond well to the praise and positive reinforcement used by staff to promote wanted behaviours and raise children's self esteem.

Parents have access to a portfolio of initial information about the service. Staff develop good relationships with parents which are evident in the friendly, informal exchanges with the individuals using the service. Feedback from parents is positive. Staff provide parents with

information about how they can make or investigate a complaint about the service although the required record is not immediately accessible to parents.

Organisation

The organisation is satisfactory.

Staff organise the space and resources effectively to create a welcoming and child orientated environment. This is underpinned by an operational plan that helps staff to arrange and manage the facility appropriately. Staffing ratios are flexible to allow for varying attendance levels. The required ratio of staff hold relevant qualifications in child care and first aid. The registered person notifies the regulating authority of staff changes although the most recent of these have not yet been formalised.

All the regulatory documentation is in place although some of this lacks clarity in some respects, for instance the medication record and permission form does not clearly define each aspect of the requirement, and the accident records are not readily accessible within the setting.

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

Improvements since the last inspection

At the last inspection the setting were asked to make changes to the way in which a number of documents and records were maintained. These included making children's records more accessible to staff; including further detail about children's culture, first language and religion on their individual record forms; ensuring that all accidents and incidents are recorded; and updating the child protection policy in line with current procedures.

Most of these recommendations have been addressed appropriately, although the child protection policy still has some significant errors. Also, there have been some changes to the supporting networks that underpin child protection procedures since the last inspection, such as the implementation of local authority Local Safeguarding Children Boards, that are not reflected in the existing policy.

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 Nation 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 satisfactory. 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):

- ensure that emergency evacuation drills are practised regularly and that these are recorded effectively
- ensure that the child protection policy clearly and accurately reflects current guidance, responsibilities and contact details
- provide a clear record of any complaints made by parents about the service in relation to the National Standards that is always accessible to parents in the setting
- up date the medications record and permission form to ensure that it clearly defines both aspects of the required detail
- ensure that a record of accidents that occur within the creche is maintained and always accessible within the setting
- ensure that all staff complement changes are notified to Ofsted as soon as they are formalised.

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