



Newbury Family Counselling Service

Inspection report for early years provision

Unique Reference Number	EY342979
Inspection date	19 February 2007
Inspector	Nikki Whinton
Setting Address	Methodist Church, Northbrook Street, NEWBURY, Berkshire, RG14 1DL
Telephone number	01635 521296
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Registered person	Newbury Family Counselling Service Ltd
Type of inspection	Childcare
Type of 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 good. The registered person meets the National Standards for under 8s day care and childminding.

WHAT SORT OF SETTING IS IT?

Newbury Family Counselling Service opened in 2006 and operates from a room at the Newbury Methodist Church. The service is offered to parents using the counselling service and is available on Mondays only between 09.30 and 14.30. The crèche can care for a maximum of eight children at one time.

There are currently six children aged from birth to under eight years on roll. Parents remain on the premises at all times. The crèche can offer support for children with learning difficulties or disabilities and those who speak English as an additional language.

The staff include a National Vocational Qualification level 2 crèche worker, a qualified social worker, a qualified counsellor and two regular volunteers.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is good.

Children increase their awareness of healthy eating through the snacks and drinks they enjoy whilst in the provision. Children are actively encouraged to try new options, such as raisins and thus develop their awareness of food tastes. Allergies or dietary needs are discussed with parents prior to a child commencing in the setting. These discussions are recorded and any needs met.

Children benefit from the crèche worker's good role modelling, her knowledge of first aid and her understanding of the correct administrative procedures to follow if accidents occur. Children are developing their self-care skills through practical opportunities including cleaning their hands with wet wipes prior to eating, before hygienically disposing of the tissue. Whilst children are actively encouraged to wash their hands after toileting, children and adults share the same towel when drying their hands. As a result, they are at risk from cross contamination.

Children move freely and safely within the playroom or when negotiating the stairs to use the toilet. They increase their fine motor control and coordination through the safe handling of a range of tools including scissors, rollers and shape cutters.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The premises are very clean, well maintained and of an appropriate temperature. There is a range of measures in place to support children's safety and help prevent accidents. For example, the premises are secure, socket covers are fitted to exposed electric points and children are well supervised. They take part in emergency evacuation drills, which helps them to learn about sharing responsibility for their own safety. In addition, the crèche worker is alert to spontaneous opportunities to increase children's awareness of safety issues. For example, she discusses the need to hold onto the banisters when using the stairs and reminds them, during role-play, not to push a dummy into a baby's mouth too hard.

Children help themselves to a suitable range of clean, well-maintained resources. Such free choice opportunities help children to settle and gain a sense of belonging within the setting. They benefit from the crèche worker's good understanding of safety issues concerning the purchase and ongoing maintenance of equipment. As a result, children play with age appropriate toys that are safe and suitable.

Children's welfare is safeguarded by a crèche worker and counselling service team that has a very secure understanding of child protection issues, confidentiality of information and the correct procedures to follow if concerned about a child. There are effective arrangements for making parents aware of the provider's child protection responsibilities, prior to a child commencing in the setting. However, the child protection policy does not include the need to contact Ofsted if a child protection allegation is made against a member of staff or adult.

Helping children achieve well and enjoy what they do

The provision is good.

Children enter the provision very willingly, settle quickly and make decisions for themselves regarding which resources they wish to explore. Children are well occupied at all times and benefit greatly from the active involvement of the crèche worker in their play, such as when exploring play dough or preparing a picnic with role-play resources. She uses practical opportunities, for example, when asking children to choose a coloured mug at snack time or whilst showing them the different notes etched on a xylophone, to reinforce and develop their letter or colour recognition skills.

Children have a very positive, warm relationship with the genuinely caring crèche worker. She uses praise and positive reinforcement well, to help build children's developing confidence and self-esteem. She completes a written report at the end of every session, concerning what a child has experienced during their time in the group; the activity links to the early learning goals and the aims for the next session. These are available to the parents and are used in conjunction with regular discussion with the rest of the counselling service staff team, to support individual children's care and development.

Helping children make a positive contribution

The provision is good.

Children are acknowledged and valued as individuals. They benefit from the crèche worker and the counselling service staff knowing them well, understanding their differing needs and being clear about their varying home circumstances. Children access a suitable range of resources, including small world figures, books and puppets, to gain an awareness of diversity.

Children behave extremely well and benefit from the crèche worker's clear understanding of effective strategies for managing children's behaviour, such as positive reinforcement, praise and encouragement. She acts as a very good role model, talks to the children appropriately and treats them with respect. Parents are made aware of the setting's written behaviour policy prior to a child starting in the group.

Children's care and well-being benefits greatly from the close, positive rapport that exists between parents or carers and the group's crèche worker and counselling service staff. They are invited to complete regular questionnaires regarding the effectiveness of the provision. In addition, during each session there are opportunities for discussion about children's achievements or any childcare issues. This helps to secure a joint approach to children's care.

Organisation

The organisation is good.

The crèche worker is a very highly skilled early years practitioner who undertakes appropriate training to enhance further her professional knowledge. She works closely with the team of professional counsellors and social workers at the centre, to help promote children's care and development.

All statutory documentation is carefully maintained, securely stored and easily accessible to support children's care. All required policies are in place and available to the parents. Children's attendance is carefully recorded, although the arrival and departure times of visitors are not currently noted.

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

Improvements since the last inspection

Not applicable.

Complaints since the last inspection

Since registration 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 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):

- ensure good hygiene procedures are in place regarding hand-drying
- ensure the child protection policy includes the need to contact Ofsted if a child protection allegation is made against a member of staff or adult.

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