

The Time Out Club

Inspection report for early years provision

Unique Reference Number 317371
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Inspector Diane Roberts

Setting Address Oasis Whinfell Forest, Temple Sowerby, Penrith, Cumbria, CA10 2DW

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Registered person Centre Parcs Ltd

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?

The Time Out Club, Whinfell Forest is run by Center Parcs. It opened in 1997 and operates from two rooms in the holiday village centre of Whinfell Forest, Penrith, Cumbria. A maximum of 40 children may attend at any one time. The club is open from 08.30 to 17.00, Monday and Friday, 08.30 to 18.00, Wednesday and Saturday and 08.30. to 21.00, Tuesday, Thursday and Sunday. Children attend for a maximum of two hours each session and for a variety of sessions. All children share access to an enclosed outdoor play area.

There are currently 430 children aged from 3 months to under 8 years on roll for the month of August. The nursery currently supports a number of children with learning difficulties and/or disabilities, and also supports a number of children who speak English as an additional language.

The club employs 30 staff. Thirteen of the staff hold appropriate early years qualifications. Two staff are working towards a qualification.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is good.

Children are cared for in a clean, well organised and maintained environment. They are protected from illness and infection through effective cleaning routines and good hygiene practices that are conscientiously adhered to. For instance, toys and soft furnishings are kept very clean and there are clear procedures firmly in place for changing nappies. Staff are fully conversant with the good hygiene procedures in place. By consistently wearing protective clothing such as aprons and gloves when making snacks or when changing nappies they give high priority in making sure children's health is protected.

Children are skilfully made aware of the daily hygiene routines at the beginning of each session. On a child's first visit they are guided around the setting by staff who carefully explain what is expected of them with regard to good hygiene practice. On subsequent visits children are gently reminded of the good hygiene practises in place such as flushing the toilet, putting paper towels in the bin and making sure hands are washed and dried after using the toilet. Children are sensitively reminded to cover their mouth when they cough and are advised of the reasons why. Hence, children are learning to reduce the risk of spreading infection.

Children have their health and dietary needs met very well because the setting works closely with parents. Comprehensive records show the relevant information for each child. The detailed registration forms for children and the additional verbal consultation with parents for children under the age of three, makes sure that children's health is fully protected. Staff make sure children rest and sleep according to their respective needs. For instance, staff are especially vigilant with regard to babies. If a baby wakes up and still appear tired they are gently nursed until they are happy to be up and about. Clear instructions are available with regard to each child about where they sleep and in which position. This ensures children's individual needs are given high priority.

Children are encouraged to eat healthy snacks at the setting. These include such as items as breadsticks or rice cakes and fresh and dried fruit such as bananas and raisins. Drinking water is readily available thereby promoting children's health and independence. Children's dietary needs are known and taken account of in order to safeguard their health. There are clear policies firmly in place concerning food allergies and intolerances. These include the provision of such items as nuts, fish, sesame and kiwi fruit. The manager is knowledgeable about potential health hazards and the closeness of the medical aid facility on the site makes sure children's health is safeguarded. Children respond very well to routine. They enjoy sitting at the table to eat their snacks and benefit from a close, warm, supportive relationship with staff. Babies are closely nursed when tired or when being fed with a bottle of milk, thereby making sure they are contented and settled.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Children confidently and safely move around the well organised and spacious setting. Children are cared for in playrooms that are planned according to their age and stage of development. For example, babies and children under three years are in one play room and children over three are in another. Staff are vigilant in making sure more active children do not pose a hazard to younger ones as toddling children are cared for away from crawling babies.

Children of varying ages are kept safe by the sound procedures that are generally in place. For instance, sleeping babies are regularly checked. Children's risk of accidental injury is minimised with the staff generally taking the necessary precautions to keep children safe on the premises. Comprehensive risk assessments are firmly in place and are updated annually. However, these are not consistently updated following any change to the premises or the removal or acquisition of new equipment.

Children can safely access to a good range of facilities that promotes various aspects of their development. Children use a good range of safe, good quality, developmentally appropriate resources. These are well organised and labelled for easy access to promote children's independence. Children are beginning to take responsibility for keeping themselves safe such as helping to tidy away equipment or move things that they may trip up on. They are learning to discover boundaries and limits and the need to keep safe. For example, they are consistently advised about not standing on chairs.

Good arrangements are in place for the safe arrival and collection of children. Play areas are kept secure so children cannot leave unattended and unwanted persons cannot gain access. Good procedures are employed for the safe collection of children by using an agreed password. Staff are deployed effectively to ensure children's safety as people arrive and depart. Children are well supervised as the adults play alongside them monitoring what is happening.

Children's safety and protection is assured with the staff's knowledge of indicators of abuse and a clear understanding of what to do in the event of identifying a concern. Staff have conscientiously updated their knowledge and understanding of child protection by attending relevant training and are thereby clear about their role and responsibilities.

Helping children achieve well and enjoy what they do

The provision is good.

Children attend the setting whilst on holiday at the holiday village. Some children might only attend for one or two sessions during their holiday. Every session is themed with set craft activities such as making tasty treats or tee-shirt painting. Children are booked into sessions that interest them. In addition to the set craft activities, children enjoy playing with the broad range of play equipment available. The toys and play materials are fun and supports their all round development. For example, babies enjoy the textures of natural materials such as sand as well as the colours and sounds of manufactured toys which they explore with interest. Toddlers enjoy appropriate play such as shape sorting or push-a-long toys. Children over two years delight in the free play activities such as crayoning or the small-world items such the pirate ship or the large dolls' house. They are inspired by the child-high game where they have to connect a row of four counters of the same colour. Children enthusiastically join in and eagerly participate. They happily play alongside each other, making new friends. Each session has a clear framework which includes a welcome talk, snack time and story or singing at the end of the session, thereby helping children feel secure.

Staff clearly explain to the children what they are doing in each activity. For example, when colouring the chef-hats for the tasty treats activity, children are clearly advised on how long they will spend and what is coming next. They happily play with their self chosen activity whilst staff remain close at hand for support where necessary. A child building with bricks is highly praised for their persistence and determination. The child glows with delight. Children develop good self esteem as the staff listen closely and values what they say. They are eager to learn and are greatly motivated in their play with the staff offering a wide range of play experiences.

Children are confident, ask questions and respond well to challenge. Positive relationships were observed between the children and between the children and staff. Babies and toddlers receive lots of cuddles and develop a strong bond with the staff. Children show a caring attitude towards each other. For instance, a two year old takes pleasure in showing a book to a younger child. The younger child is enthralled as the older child turns the pages, telling the story of the pictures.

Children learn how to express themselves by engaging in role play such as the home corner. They talk about their stay at the holiday village, describing the water slides and the waves. One of the children is secure enough to share personal feelings about going on one of the waterslides. Children are learning to become confident and competent language users as staff echo the sounds that babies make or what children say. They are developing competence as they show full understanding of new words and phrases. For example, a baby waves and attempts to say hello in response to an adult.

Helping children make a positive contribution

The provision is good.

Good strategies are in place to make sure children enjoy their short stay at the club. Children are made to feel welcome. All reasonable steps are taken to ensure they know where to find everything they might need such as the toilets. Staff are introduced and all children have a name label. Babies and toddlers have their name-labels safely on their backs so they can be easily recognised and referred to by name. Children over two years wear them on their chest with pride. Staff are conscientious in referring to children by name thereby helping them to feel acknowledged and valued.

Children's welfare is promoted through the exchange of verbal and written information with parents that occurs before children are left. Clear registration records ensure that children's individual requirements are identified so that an inclusive environment is provided where all are able to take part equally. There is a range of play materials and activities that represent the children who attend and the wider community. This helps children develop a positive sense of themselves and others. Children develop a good appreciation of the world around them as they play with dolls, read books and role play.

During each welcoming, staff clearly explain to the children what is expected with regard to their behaviour. Children quickly establish good relationships with each other and the staff. This is fostered and promoted effectively by staff who are kind and attentive. Children are able to understand the rules and boundaries of the setting because the staff use positive behaviour strategies as they work alongside them. Children respond well to staff's sensitive handling of situations.

Organisation

The organisation is satisfactory.

The Time Out Club is a warm and welcoming child orientated environment. Children's wellbeing is promoted through the good care and attention of the well organised staff team that are aware of their roles and responsibilities. Good levels of adult attention and familiar routines makes sure children thoroughly enjoy their stay at the club. Children are kept safe and healthy as staff show a strong commitment in keeping up to date with training. Hence, the quality of care children receive is enhanced.

Children are cared for in a stimulating environment. This is due to the good use of time, space and resources. The well planned sessions makes sure the welfare of children is effectively supported. Children enjoy being able to access an interesting range of activities which best suits their developmental needs. The required documentation is generally up-to-date and stored confidentially.

Children benefit from the good systems of communication in place. Adults caring for children fully utilise information about each child to identify and meet their individual needs. Children quickly settle into their surroundings as the comprehensive registration and pre-booking system makes sure their needs are well met by the knowledgeable staff. Attendance registers clearly log who is present and are readily available if an emergency evacuation was to take place. To further ensure children's safety and wellbeing staff make sure all parents' contact details and their whereabouts are known whilst they are at the club. Thereby, records are used effectively to underpin the day to day running of the setting.

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

Improvements since the last inspection

At the last inspection the setting agreed to continue to develop a set of policies and procedures and ensure they are made available to parents. These were to include information on contact details for the regulator, Ofsted and the fire evacuation procedure for the Club. Since the last inspection the setting has updated the policies and procedures accordingly. The emergency evacuation details are now included on the registration forms and are kept at the reception desk. Ofsted's contact information is detailed in the daily planner that every guest receives when they book accommodation at the holiday village. The setting agreed to make sure that accident records are readily available on the premises and ensure that all records for 'incoming injuries' are signed by the parents on admission. Now, if a child enters the club with any injuries, staff make sure these are recorded as well as all other health conditions.

The setting agreed to continue with their training programme to make sure that at least half of all child care staff are qualified to a suitable level. They agreed to ensure the required level of supervision is maintained over the lunchtime period. Since the last inspection the majority of staff employed are qualified and are employed full time. The setting was fully staffed during the inspection and the manager confirmed that ratios are maintained at all times. The setting agreed at the last inspection to make sure all staff members are checked through Ofsted as appropriate. The nominated person and the manager have since been checked complying with National Standards.

The setting agreed to make sure a separate base area is provided for children under two and group babies in no more than twelve. They were to demonstrate how the required space ratios are maintained when numbers of children varied and how non-mobile children are protected. Since the last inspection the setting has divided the group of children being cared for by their age. There is now a separate area that is enclosed by a low fence for children aged under three years. Less mobile children are cared for appropriately in an area of the room where they can rest, sleep or play without being disturbed or come to any harm from more energetic children.

The setting has completed all improvements as agreed at the last inspection and as such has further enhanced children's overall safety and wellbeing.

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

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 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):

- check the recording of risk assessments to make sure they are monitored and reviewed regularly, especially when changes are made to the premises or they are considered no longer valid

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