



Outlooks Family Centre

Inspection report for early years provision

Unique Reference Number	EY234917
Inspection date	08 September 2005
Inspector	Mary Daniel
Setting Address	Castle Road, Portland, Dorset, DT5 1AU
Telephone number	01305 823794
E-mail	swofc@mail.nch.org.uk
Registered person	Outlooks Family Centre
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 satisfactory. The registered person meets the National Standards for under 8s day care and childminding.
--

WHAT SORT OF SETTING IS IT?

Outlooks Family Support Services Crèche has been established since 1996. It is managed by the National Children's Home and supported by Sure Start, Dorset Social Care and Health and the Primary Care Trust. The crèche is held within the Outlooks family support services centre, which operates from a converted house situated on Portland. Children have use of a main playroom, a family room and associated facilities. They also have use of an enclosed outdoor play area at the back of the premises.

The crèche provides care for a maximum of 15 children aged under 8 years, and

whose families are using the service and training opportunities provided by the family centre. There are currently 71 children on roll. Children attending the crèche live on Portland or in the Wyke Regis area of Weymouth. The family centre is open from 08:30 - 16:30 all year round and the crèche sessions operate within these hours, according to the times of training courses provided and the needs of families attending the centre.

There are 12 staff employed, which include an overall family centre manager, project workers and child development workers. There are 5 staff who work directly with the children attending the crèche, all of whom are qualified to a level three standard in childcare and early years education.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is satisfactory.

Children's awareness of healthy eating is promoted well as they enjoy a regular snack of fresh fruit. They have fun making a pizza using different vegetables and help to make their own sandwiches. This supports them in learning about a variety of nourishing foods that help them to have healthy bodies. Children's awareness of healthy living is emphasised within planned activities relating to the Birth to Three Matters framework. For example, staff use the 'healthy child' component to plan 'rolling the ball' games to encourage children in gaining control of their body movements. However, there are times when these play activities are not successfully organised within the daily routine, which limits the physical play opportunities provided.

Children are satisfactorily protected from the spread of infection through the clear policies in place. For example, older children's awareness of hygiene is appropriately supported as they wash their hands in the bathroom before eating their snack. However, younger children have their hands cleaned with wet wipes. As a consequence, they are not sufficiently encouraged in developing their own understanding of suitable hand washing practices. Children enjoy regular drinks but there is no clear system in place to identify their individual beakers, which does not reliably prevent cross contamination. Overall, children's well-being is supported appropriately through ongoing use of relevant records relating to their health, such as their dietary needs. However, there is no clear system in place for recording the administration of medication.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Children are cared for in a clean, comfortable and homely play rooms. They cuddle into a large armchair or rest on soft cushions. As a consequence, most children feel at ease within the setting and play safely within the well-laid out rooms. Children's safety is emphasised through the clear policies and procedures in place. For

example, there are regular risk assessments completed and a dedicated member of staff monitors safety issues arising. Frequent fire drills are held and staff are clear on their individual responsibilities during an emergency. Children learn about dangers as staff give gentle reminders of why it's not safe to climb on chairs or run within the play room. This ensures children are cared for in a secure environment and are supported well in their own understanding of safety.

Children can easily access a range of age-appropriate toys and resources. For example, a toddler shows excitement as he finds a box of brightly coloured activity toys and he explores these happily. Toys are presented attractively to encourage children's interest. However, there are times when toys are not sufficiently cleared from the floor, which makes it difficult for some toddlers to move around safely.

Children are protected very well through the staff's good knowledge and understanding of child protection issues. Staff attend regular training and are supported by the very thorough and clear procedures in place to follow any concerns arising. This results in children's welfare being effectively monitored and supported.

Helping children achieve well and enjoy what they do

The provision is satisfactory.

Children interact happily with staff who give a caring and reassuring approach. They enjoy sharing a favourite book or a cuddle when they are tired. Babies explore a variety of tactile objects in a treasure basket and have fun as they look at themselves in the big mirrors. Toddlers show curiosity as they discover an activity centre and laugh as they press a button, which then makes a noise. Older children start to put a jig-saw puzzle together and are keen to make patterns in the play dough, using the textured rollers. Children play alongside each other well and contentedly sort out the pots and pans together in the home corner. Overall, this results in children feeling at ease within the setting and showing interest in their play.

Children's developmental needs are supported well through a variety of exciting play activities based on the Birth to Three Matters framework. For example, children's language and listening skills are supported as they play with the dressing up clothes or when they find different objects hidden in the sand tray. Their socialisation skills are promoted at snack time. However, children's physical play opportunities are sometimes limited and at times some planned activities are not fully implemented for all children. As a consequence, children's developmental abilities are not so effectively supported in all areas of play.

Helping children make a positive contribution

The provision is good.

Children respond very well to the clear and consistent, age appropriate boundaries maintained and they behave favourably. They are beginning to develop an understanding of right and wrong from the clear explanations given. For example, as staff give a consistent approach to children sitting down at the table to eat their

snack. This supports children well in developing a clear sense of self-discipline.

Children enjoy learning about the differences in their world as they play with a range of ethnic dolls and hear a story about how others live in a different country. They benefit from the positive approach given by staff. However, play resources reflecting the wider aspects of diversity are not so well promoted, which limits children's awareness of other ways of living.

All children are valued and their particular needs very well respected. For example, staff adapt chairs to ensure every child can be seated safely at an activity. Children's identified needs are supported effectively through specific planned activities in liaison with parents and other agencies involved. This results in all children integrating happily.

Children benefit from the good relationships staff form with their parents. Parental involvement is emphasised and their views are respected. For example, parents are included in a messy play session and discover the fun their children have exploring paint and cooked spaghetti. As a consequence parents feel involved and interact easily with staff.

Organisation

The organisation is satisfactory.

Children's welfare is satisfactorily supported through the clear management policies and procedures in place. These are shared with parents and contribute to the continuity of care provided for children. Teamwork within the services is effectively promoted and works well in practice. For example, with contingency plans to maintain a high ratio of staff. Most required records are in place and are stored securely. However, children's attendance in the crèche is not accurately recorded and there is no clear system to record administration of medication. There are times when some conditions of registration are not fully recognised, for example, in the agreed ratios of younger children attending.

Overall, the daily routine is well-planned to provide a balance of appropriate activities, although some are not sufficiently implemented to support all children. Management promote a strong emphasis on continual improvement and regularly monitor staff development. Staff are all suitably qualified and attend ongoing training, which enhances the quality of play experiences provided for children. The setting meets the needs of the range of children for whom it provides.

Improvements since the last inspection

At the last inspection recommendations were set relating to documentation, organisation of space and staffing for children under two years and hygiene practices. Overall, these issues have been satisfactorily addressed. Most relevant records, such as parental permissions and gaining emergency contact numbers for all children, are in place. This has helped in the continuity of care for children and in their safe keeping, although the crèche register is not always adequately completed.

Staff have reviewed the organisation of space and staffing for younger children and now make use of the family room when several younger children are attending. This enables children of different ages to play safely in comfortable play areas. Staff follow suitable hygiene procedures and encourage children to wash their hands before snack times. However, this is not sufficiently implemented with all children to support their own awareness of clear hand washing routines.

Complaints since the last inspection

There are no complaints to report.

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 full and accurate details are recorded on required documentation, with particular regard to recording children's attendance and administration of medication.
- ensure planned play activities are effectively implemented at all times to support children's overall development
- ensure all children are supported in developing awareness of good hand hygiene practices

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