

# The World of Children Playcare Centre

Inspection report for early years provision

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**Unique Reference Number** 152880

**Inspection date** 30 August 2007

**Inspector** Amanda Jane Tyson

**Setting Address** 2nd Floor, The Bentall Centre, Kingston-upon-Thames, Surrey, KT1 1TP

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**Registered person** Susan Dorothy Thomas

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

### WHAT SORT OF SETTING IS IT?

The World of Children Playcare Centre opened in 1989. It is situated on the second floor of the Bentalls Centre, which is in Kingston town centre, and operates from one playroom with adjoining toilet facilities and a staff room.

The Crèche offers care for children whose parents are shopping, and children can attend for a maximum of four hours subject to places being available. Children between the ages of one to two years have to have their place booked in advance. The crèche restricts the intake of this age group according to the numbers of staff on duty that day and these children may only attend for a maximum of two hours, and not between 12:00 and 14:00 hours. There are currently 100 children on roll that use the service on a regular basis, of these one is aged over eight years. Children with physical and/or learning disabilities are welcomed and attend on a regular basis. Numbers of attendance vary from day to day and throughout the day as children arrive and depart at different times. During the inspection there were no more than 12 children present with four staff at any one time.

The Crèche is open from 09:30 to 17:30 Monday to Saturday and 11:00 to 16:00 on Sundays throughout the year. In addition to the registered person, who is currently managing the setting four days of the week, four other staff are employed. One of these is the deputy who is also

temporarily managing the setting for three days per week. Both the registered person and the deputy are National Nursery Examination Board (NNEB) and one staff is National Vocational Qualifications 2 (NVQ) qualified. One staff holds a relevant degree qualification and one is currently unqualified.

## **THE EFFECTIVENESS OF THE PROVISION**

### **Helping children to be healthy**

The provision is satisfactory.

Children are cared for in a well maintained and clean environment. Staff wear disposable gloves when changing babies nappies, they remind children to wash their hands after using the toilet, and make sure that toys are regularly cleaned. These steps help to minimise the risk of cross infection to children. Good procedures are in place for ensuring that details of children's medical and health history are obtained and documented before they attend for the first time. This information is then stored and checked each time children attend thereafter. Any specific requirements are detailed on badges that children wear on their backs to alert staff of any specific needs, such as allergy information. Records relating to the giving of medicines and any accidents sustained to children whilst at the crèche are appropriately kept and shared with parents.

The setting currently operate a policy whereby children are not permitted to bring any drinks or food into the crèche in their strive to prevent accidental consumption to children with allergies. Drinking water is available, but it is neither accessible or in view of the children so that they are prompted to keep hydrated. Furthermore, there are no robust systems in place to monitor who has had a drink and who has not. Older children are able to ask, but by this time they are already thirsty which is not conducive to good health. On average children attend for two hours, but some stay for a four hour session. The latter is too long for children to go without a snack, and again, this is not conducive to good health.

Children benefit from the kind and gentle approach of staff and the setting's policy on contacting parents if children remain unhappy after separating from parents. Children who attend on a regular basis know where everything is and are able to build relationships with some familiar and long serving staff. This helps to foster a sense of belonging.

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

The provision is satisfactory.

Children are cared for in a welcoming and secure environment. The procedures for the arrival and safe collection of children are extremely robust, and the possibility of stranger access is very well minimised. The building itself is maintained to a good standard by the Bentalls Centre management, but the setting has a number of portable appliances, such as televisions, computers and a kettle which have not been appropriately tested by a corrgi registered engineer. This presents risks to children because their condition is not known. Not enough attention has been given to ensuring that details of emergency evacuation are logged either.

Staff conduct risk assessments on all activities and regularly check that toys are in good working order. Hazardous small part resources, such as beads and scissors are kept out of reach from toddlers, but provided for older children in a separate area. Non-mobile babies are similarly cared for in an area separated from the other children to protect them from robust others. Good monitoring of accidents ensure that recurrent causes are identified and addressed, for

example a particular piece of furniture that was encouraging climbers was turned into useful storage instead.

Children's welfare is safeguarded by staff's satisfactory knowledge and understanding of what to do if they are worried about a child. A written procedure for child protection is kept on site with other required government guidelines for staff to refer to. However, staff have not attended specific training for many years and although parents clearly understand their responsibility to inform staff of any existing injuries to children, and staff do record these, they are not provided with a written statement that fully explains the setting's safeguarding responsibilities.

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

The provision is good.

Children's enjoyment of the crèche is well demonstrated by the numbers of regular attendees spanning a wide age range. A three year old described 'being able to see everything', meaning that the resources are visible and accessible, as the best part of the crèche. Children confidently make their own decisions about what to play with, and are particularly keen to use the extensive range of art tools and different media, to create their own designs. A good range of activities are attractively set up each day by staff to inspire children's interest. This helps to settle younger children and those attending for the first time when they separate from parents. Older children thoroughly enjoy the computer games available and they good naturedly welcome new arrivals to join them in team games. After a busy day at school they enjoy spending time in the crèche playing board games with staff and making crafts whilst parents shop. Children aged under five become absorbed in their imaginations as they act out real and imaginary experiences with small world toys such as road and rail sets, mould playdough, experiment with colour and texture using paints and cornflour. Children enjoy listening to stories and singing familiar nursery rhymes. Staff plan some creative activities around a theme, more so during cultural, traditional and religious festival times.

Children are keen to greet familiar staff on arrival and confidently ask for help whenever they need it, which shows that they have built trusting relationships. Staff ensure that they keep a close eye on new children and act promptly to reassure them if they become upset because parents are not there.

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

The provision is satisfactory.

All children are welcomed into the setting and valued and included, including those with learning and/or physical disabilities. Staff demonstrate a strong commitment towards supporting any specific requirements and they do know the regular attendees very well. They gather information from parents about children when they first register and ensure that this is updated each time they attend. However, staff do not routinely keep annotated observations, or record communications with parents which would be of use for assisting staff to meet specific needs of some children when they next attend, for example noteworthy behavioural or routine changes. Children benefit from being able to play with toys that represent a positive image of diversity, such as ethnicity, gender and disability, and by taking part in craft activities to celebrate a range of cultural and religious festivals.

Staff are fair and gentle, but consistent in their approach to behaviour management. Older children happily take turns on the computer and are friendly towards each other, despite perhaps

never having met before. Staff explain rules clearly so that children understand possible consequences to their actions, such as the reasons why older children must not pick up toddlers. Children listen and take note; they like and respect the staff. Play and learning resources are sufficient in quantity to enable groups of children to play together and this reduces the amount of squabbles, particularly between toddlers. However, on the odd occasion that there is an incident, such as a toddler biting another toddler, only the details of the injured child is recorded and not the incident itself, although parents are informed verbally.

With a few exceptions, such as the complaints procedure which is displayed and in good operational use, parents are not provided with very much written information to explain the operational policies and procedures, and poor use is made of the entrance area to display what information is available. However, staff are friendly and approachable and make sure that they exchange information about children's care with parents when they drop off and pick up. All required written parental consents are obtained. These steps clarify parental wishes and help to ensure that children receive consistent care.

## **Organisation**

The organisation is satisfactory.

Children are cared for by appropriately qualified and vetted staff. Children benefit from the good staff ratios which are often maintained above the minimum requirements. Staff are sound in their knowledge and understanding of child development, they work well together as a team and clearly enjoy working with the children. There is an induction procedure in place which helps to ensure that staff are familiar with the setting's operational and regulatory responsibilities such as towards safeguarding children. However, opportunities for staff to further develop their knowledge and skills are limited; they have not attended any local training for a long time which means that they are not up to date with changing legislation. Furthermore, although there are two staff currently qualified to administer first aid, no arrangements have been made for other staff to attend training which is pertinent bearing in mind the seven day week crèche opening hours.

The day to day management of the setting is now being shared between the deputy and the registered person. Ofsted have not yet been informed of this change, albeit it is recent. Recommended records and documentation to underpin the day to day welfare, care and learning of the children are not in place, for instance a written statement about special needs. This compromises the ability of parents to make well informed decisions about the care of their children. Nevertheless, all mandatory records and documentation, such as a register of attendance, accident and medication records, and basic personal details of staff and children are in place and appropriately shared with parents. Overall therefore, the provision meets the needs of the range of children for whom it provides.

## **Improvements since the last inspection**

The last inspection for care raised four recommendations for improvement, three of which related to records and documentation and one to the administering of specialist medication.

It was not possible to determine the level of improvement made because although all mandatory records were available on the day of inspection, most policies and procedures were not. Further recommendations have now been raised and the setting have agreed for the early years partnership to provide them with some assistance. The registered person now intends to ensure

that future first aid training includes expertise such as how to administer invasive medication such as an epi-pen.

### **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 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 children are provided with regular drinks and where appropriate snacks
- improve safety: keep a log of all emergency evacuations; ensure that all portable appliances are tested by an appropriately qualified engineer; and develop staff's knowledge and understanding of current safeguarding policies and procedures
- keep a record of all incidents relating to behaviour
- fully evaluate and improve the organisation of records, policies and procedures; make sure that they underpin the operational plan, promote the welfare, care and learning of the children, are shared with parents and always available for inspection at any time.

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](http://www.ofsted.gov.uk)