

Teddies Nurseries

Inspection report for early years provision

Unique Reference Number	EY266599
Inspection date	18 September 2007
Inspector	Jennifer Devine
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Registered person	BUPA Insurance Services Ltd
Type of inspection	Integrated
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 AND NURSERY EDUCATION

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.

The quality and standards of the nursery education are good.

WHAT SORT OF SETTING IS IT?

Teddies Nursery is one of a chain of nurseries owned and managed by BUPA Health Care Group. It opened in April 2004 and operates from a large, detached, three storey house in Twickenham in the London borough of Richmond. A maximum of 50 children may attend the nursery at any one time. The nursery is open each weekday from 08:00 to 18:00, all year round; except for bank holidays. All children share access to a secure, enclosed outdoor play area.

There are currently 73 children aged 3 months to under 5 years on roll. Of these 10 children receive funding for nursery education.

The nursery employs 13 staff. Nine of the staff, including the manager hold appropriate early years qualifications. Four of the staff are working towards a qualification.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is good.

Children's health and well being is well promoted within the setting, they are cared for in a clean and well maintained environment. There are comprehensive health and hygiene routines in place which staff follow to ensure children's welfare, such as wearing protective disposable aprons and gloves when changing nappies. Children do not attend nursery if they are unwell and this reduces the risk of cross infection. The room used for the youngest babies is a designated 'no shoe' area and this ensures that babies can crawl around on the floor with no risk to their health. Older children are aware of the importance of washing their hands at appropriate times during the day and manage these tasks independently. Effective recording procedures are in place for accidents or medication administration. Most staff are first aid trained and this ensures children's welfare in the event of an emergency occurring.

Children benefit from a healthy, nutritious diet. They enjoy well presented home cooked meals which are freshly prepared daily. All children have their own place mat, which are colour coded to identify dietary needs and this ensures all staff are fully aware of individual requirements at all times. Water is always available, older children help themselves to a drink as required and younger children are offered regular drinks. Children learn about the importance of healthy eating and talk about why it is important to eat fruit and vegetables daily. Meal times are a sociable event and older children are able to serve their own lunches and decide on how much they would like to eat. Babies meal times are flexible and dependant on individual needs and routines. Babies are offered nursery meals but these are mashed or pureed depending on the age and stage of each child.

Children enjoy regular fresh air and exercise. The garden is well organised which enables children to develop their physical skills. They have good opportunities to run around, climb, balance or ride and steer tricycles and small cars. Staff plan outdoor physical play to ensure children gain experience in developing all their large and fine motor skills. Outside agencies also visit the nursery on a weekly basis to provide further sports activities.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Children are cared for in a well organised environment that is comfortably furnished and well equipped, enabling children to make good use of space and resources. The setting is attractively decorated with children's artwork, displays and important information for parents to read. Children's independence is fully promoted and they are able to explore their designated rooms safely and freely, choosing from a range of activities. Babies have appropriate sized furniture and have designated cots with their own bedding for sleeping comfortably.

Strong emphasis is placed on children's safety and security. Risk assessments are carried out regularly to reduce the possible risks on the premises and daily safety checks ensure toys and equipment are suitable and in good condition. Good security devices are in place such as the use of an intercom system to gain access into the nursery. Parents or visitors are also reminded about the importance of not allowing unknown people into the building. Children are marked into the attendance register on their arrival and a wipe on/wipe off board is used in each room which lists all children and staff present. Safety gates are positioned across stairs or areas not used by the children. Regular fire drills are conducted and this ensures children gain an

understanding of evacuating the building safely. Evacuation cots are used for the young babies and each room has an emergency evacuation bag containing necessary items, which is collected as staff leave the building.

Children are protected from possible abuse as staff have a comprehensive understanding of the nurseries child protection policy and local safeguarding procedures. They are aware of signs and symptoms of abuse and understand the reporting procedures to follow if concerned.

Helping children achieve well and enjoy what they do

The provision is good.

All children are making good progress in their development. Children arrive at the nursery and are happy to see their friends and familiar adults. They settle quickly and eagerly take part in a range of interesting activities where they acquire new skills and knowledge.

Staff use the Birth to three matters framework effectively to guide their planning for the children under three years. They have a good understanding of providing an environment for encouraging exploration and investigation. Young children particularly enjoy exploring the properties of natural materials such as sand and water and show delight when playing with shredded paper, where they scoop up handfuls and throw over and around themselves. Staff are kind and affectionate to the children and support their learning well. They are skilled at providing an environment where all children are becoming independent learners. They also spend time working directly with children and in particular, young babies are given individual times with their key worker to build up their sense of security and trust. Young children feel secure and grow in confidence because of the continual interest and warmth shown by staff.

Nursery Education

The quality of teaching and learning is good. Staff have a good understanding of the Foundation stage curriculum and how children learn and develop. Staff plan and deliver an exciting and stimulating curriculum, which captures children's interest to learn. Children's attitudes to learning is positive. They are fully involved and motivated throughout their day at nursery. They are able to select their chosen play and spend long periods of time concentrating to complete a task. Children's social skills are exceptional. They have developed good caring relationships with each other and familiar adults. They understand about sharing and taking turns and play happily together. Staff place great emphasis on developing good relationships and teach children to be kind, thoughtful and have an understanding of everyone's needs. Good quality story books help children to talk through issues and have an understanding of other peoples lives. Children thoroughly enjoy the book area and readily access books, they understand about how to turn pages carefully and can retell favourite stories confidently. Staff use books to extend children's imaginative thinking, such as when visiting the local park the children acted out the story of the 'Gruffalo'.

Children's creativity is rapidly progressing as they are provided with extensive opportunities to create and experiment with various materials. Children have free access to art and craft resources, which is widely enjoyed and well used. Children develop their dexterity and coordination as they carefully cut squares of paper and stick onto paper to form a pattern. They have free access to musical instruments and also have organised structured times to develop their understanding of sound and music. Staff provide a rich environment which encourages children to explore, investigate and learn about the world they live in. Children help care for the African

land snail, taking turns to feed and clean it. They take part in experiments such as when making a volcano and watching it erupt when adding vinegar and bicarbonate of soda together.

Staff observe children's development and record achievements in each child's tracker book. However, staff are inconsistent in evaluating planned activities which results in limited recording for children's next steps for learning. Teaching methods are good, staff are enthusiastic and spend quality time talking with children, which extends their vocabulary and thinking.

Helping children make a positive contribution

The provision is good.

Staff are aware of individual children's needs which promotes children's happiness and security within the nursery. Children's confidence grows through having the opportunity to make choices about their play and through the respect and care shown by staff.

Children's behaviour is good and they have an understanding of the boundaries and expectations of nursery life. They play well together and are learning to be respectful to each other and be aware of each other's feelings. Staff have a great deal of respect for the children and this is influenced in the children's behaviour and calm, relaxed atmosphere. Children are provided with a range of meaningful resources that reflect positive images of the wider world. They participate in projects around festivals throughout the year and this increase their awareness of diversity and other peoples lives. Children enjoyed making honey cakes when they recently learnt and acknowledged the Jewish New Year. This positive approach fosters children's spiritual, moral, social and cultural development. The nursery has a comprehensive special needs policy and there is a Special Needs coordinator who works with children and outside agencies when required.

The partnership with parents is good. There are effective systems in place to keep parents well informed about their child's day. Staff are approachable and make themselves available to discuss any issues with parents. Young children have daily record sheets completed which are given to parents which details food intake, nappy changes and sleep patterns. All children have individual portfolios completed together with their tracker books. This information is open and always available for parents to look through. More formal meetings are held twice a year where parents can spend time discussing their child's progress and learning with the key worker. Extensive information is displayed in the hallways for parents to keep up to date with forthcoming events of nursery life. Parents also take part in various fundraising events at the nursery with their children, such as raising money for various charities.

Organisation

The organisation is good.

The leadership and management is good. Children's care and learning is enhanced by the staff's good understanding of the Foundation stage, Birth to three matters framework and child development. Staff work well as a team, are motivated and enthusiastic to provide an exciting, stimulating environment. The manager is committed to further development and supports staff to attend further training. Staff meetings are held regularly where the manager reviews practises in line with the company's policies and procedures and identifies areas for continuous improvements.

Over half the staff working directly with the children hold a recognised childcare qualification. Other staff are either studying or about to commence training for the National Vocational

qualification level two. Robust recruitment procedures are in place to ensure all staff are suitable to work with children. Staff ratios are maintained and bank staff or staff from other Teddies nurseries provide emergency cover as required. All required documentation and records are in place to ensure the smooth running of the nursery. However, the nursery has not informed Ofsted of a notifiable illness of a member of staff.

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

Improvements since the last inspection

Since the last inspection, the nursery has made improvements in the care children receive. Staff observe children's development regularly and this aids the staff to plan suitable activities. The nursery has enhanced the supply of art materials by visiting a scrap bank regularly to obtain different materials and children have free access to art and craft activities. Parents meetings are now held twice a year which enables parents to be able to discuss their child's progress individually with the key worker.

Complaints since the last inspection

Since the last inspection there has been one complaint made to Ofsted that required the provider to take action in order to meet the National Standards. This related to National standard 1: Suitable person; National Standard 2: Organisation; National Standard 3: Care, learning and play; National Standard 7: Health; National Standard 8: Food and drink; National Standard 10: Special needs and National Standard 12 : Partnership with parents.

Concerns were raised regarding the suitability of the manager and staff; the key worker system; the lack of interaction and stimulation of children; the use and storage of medication; food and hygiene practices; the ability to accommodate children with special needs and accuracy and quality of feedback to parents. Ofsted made an unannounced visit and two actions were raised relating to National Standard 2 and National Standard 7. The provider agreed actions to ensure that the required ratios are met at all times and registers are completed accurately. They also agreed to store medication to ensure it is not accessible to the children.

The provider remains qualified for registration.

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.

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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 Ofsted are notified of significant events (serious illness of staff)

The quality and standards of the nursery education

To improve the quality and standards of nursery education further the registered person should take account of the following recommendation(s):

- develop planning and observation methods to include evaluation of activities and ensure the next steps for learning is clearly identified. (applies to care also)

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