



The Malden Centre Crèche and Out of School Clubs

Inspection report for early years provision

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Inspector Sarah Street

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Type of inspection Childcare
Type of care Out of School 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.
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WHAT SORT OF SETTING IS IT?

The Malden Centre is one of several holiday playschemes, after school clubs and crèches run by DC Leisure Ltd. It opened in 1992 and operates from a purpose built recreation centre in New Malden, Surrey. It is close to local transport links.

The crèche is open all year round during school term-time and cares for children from 6 months to 5 years. Sessions are from 09:30 to 12:00 and 13:00 to 15:00. The after school club runs 5 days a week during term-time from 15:00 to 18:00. Children are collected from local schools. The holiday playscheme operates during the school holidays from 09:00 to 18:45. The club offers an early drop-off and late pick-up

facility. Children attend for a variety of sessions. Children in the out of school club share access to an outdoor play area.

The setting is registered to care for 98 children in total. In the crèche 26 children may attend, in the after school club 24 children may attend and in the holiday club 48 children may attend. There are currently over 200 children from 6 months to 8 years on roll. The setting supports a number of children with special needs and who speak English as an additional language.

The setting employs many staff. The majority of them have childcare qualifications.

At this inspection the crèche and after school club were inspected. The holiday club was not running.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is satisfactory.

Children in the crèche and after school club enjoy a well planned range of activities which contribute to their good health. Children in the crèche have regular access to the outdoor play space where they ride and steer their bikes and dig in the sand. Children in the after school club have daily fresh air as they walk back from school. They use the equipment in the local park to practice their balance and climb skills. Team games take place in the spacious hall.

Children in the crèche do not always begin to understand the importance of keeping healthy. While staff have good hygiene practices in relation to nappy changing they do not always remind the children to wash their hands before snack time. Children in the crèche do not have the opportunities to choose a healthy snack as biscuits are the only choice.

Children in the after school club begin to understand about keeping healthy as they regularly wash their hands, with staff prompting them if they forget. Children eat a healthy and well balanced hot meal. This includes jacket potatoes, salad and pasta. Staff support children's understanding of healthy food as they provide relevant activities. For example, children have made pictures of foods which are healthy.

Children's exposure to illness is minimised as they play in clean premises and use clean toys and equipment. The clear sick child policy which is on display informs parents when children cannot attend.

Accidents are effectively dealt with as staff have first aid training. An emergency button is available to summon further staff if necessary. Staff ensure the accessible first aid box is well stocked and keep a clear record of accidents, which parents sign. This enables parents to watch for any further symptoms which may develop.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Children are cared for in premises where staff identify and minimise risks. This enables children to move freely and safely. For example, in the crèche staff use a daily checklist to ensure the room is safe and clean before children enter. Staff are always close to the children. Unknown adults cannot enter the setting as the entry door has a lock, with a bell alerting staff to visitors. In the after school club staff safely escort children from school wearing high visibility tabards and taking a mobile phone and first aid kit. This means they can deal with any emergencies. Staff are vigilant when supervising the children. For example, staff are aware that a special needs child often puts items in his mouth and make sure they closely supervise him.

Staff protect children from possible abuse with their clear knowledge. Many staff attend training. They have procedures to record any concerns and the referral procedures are accessible.

Helping children achieve well and enjoy what they do

The provision is good.

Happy children enter the setting and confidently choose what to play with. The presentation of the room interests the children and helps them to settle quickly. Children are able to make choices about what they play with. For example, in the crèche there is a separate area for babies with an appropriate and interesting range of toys at low level and babies happily select and explore. Staff in the crèche successfully use the Birth to Three framework when planning their activities. This helps children have access to activities which help them to develop. In the after school club children confidently tell staff what they would like to do. Staff provide an interesting range of activities which the children enjoy. These include games, play dough, painting, imaginative play, construction toys and biscuit icing.

Children and staff have good relationships. In the crèche the staff spend a lot of time sitting on the floor with the children involving themselves in play. Children happily go to the staff for support and are confident to ask questions. When a child asks if they can use the outside play area staff gently tell him they cannot as it is raining, and he may slip on the wet ground. In the after school club animated conversations take place between staff and the children. There is lots of happy laughter and the children state they enjoy attending. For example, 'you get to make lots of new friends' and 'it's really fun'. When asked what the staff are like children happily respond 'good fun' and 'they play with you'.

Helping children make a positive contribution

The provision is good.

Children feel welcomed into the setting as staff are aware of their individual needs. This enables staff to provide activities which the children enjoy. Children feel valued as staff are aware of their cultural background and acknowledge this. For example, staff sing songs in Korean which they have learnt from parents and other staff. Children with special needs receive good support. In the after school club staff are

knowledgeable about a child's specific needs and meet these. Children play with resources which reflect culture and gender. Ensuring children have access to resources which promote disability will further enhance positive views of society.

Children behave well and understand the rules. In the crèche, staff are positive role models who praise children for good behaviour. For example, staff say 'thank you for helping me'. In the after school club staff help children to learn how to deal with situations. For example, when children have difficulty sharing staff intervene and explain the need to share. All the children are very polite. Staff help children learn to take responsibility for their own behaviour as all children sign a sheet saying they know the rules.

Effective links exist with parents. Daily, honest conversations take place which help provide consistent care for the children. The parent's notice board informs them of the policies and procedures.

Organisation

The organisation is good.

Staff enhance children's care with effective organisation. The recruitment and induction procedures demonstrate staff's suitability. The setting seeks information and evidence about qualifications, experience and health. Staff who are awaiting the outcome of criminal record bureau checks are not left alone with children. The majority of staff have childcare qualifications. Staff develop their childcare knowledge as they attend training.

All legally required documentation which contributes to children's health, safety and well-being is in place. Records are clear and confidentially kept.

The provision meets the overall needs of the children.

Improvements since the last inspection

Since the last inspection the setting has written a sick child policy and made additions to their child protection, behaviour and equal opportunities policies. These meet requirements and are available for parents. Staff sign a health declaration to confirm they are fit to work with children. Parents whose children bring a packed lunch receive information about which foods they can safely supply.

Complaints since the last inspection

There have been no complaints made to Ofsted since the last inspection.

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):

- make sure children in the crèche wash their hands before eating and have opportunities to choose a healthy snack
- ensure children have access to resources which promote disability

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