



## Calcot Manor Creche

Inspection report for early years provision

<b>Unique Reference Number</b>	EY261552
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<b>Type of inspection</b>	Childcare
<b>Type of care</b>	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 good. The registered person meets the National Standards for under 8s day care and childminding.

### WHAT SORT OF SETTING IS IT?

Calcot Manor Crèche registered in May 2003. It operates from the first floor of a converted barn within the grounds of Calcot Manor Hotel, in a rural location near Tetbury, Gloucestershire. The crèche serves staff, the guests of the hotel and its health club. Facilities include a reception area, sleep room, kitchen, toilets and a separated area for children aged under two years.

The crèche takes children aged from 0 to 14 years. It is registered for 26 children aged from 0 to 8 years; of these, 6 may be under the age of 2 years, at any one time. It is open between 09.00 and 17.30 every day of the year. Numbers attending

fluctuate daily.

The crèche has 17 members of staff currently, of whom over fifty per cent hold relevant early years qualifications. The key staff are National Nursery Examination Board qualified or hold a National Vocational Qualification at Level 3. The crèche can support children with special needs. There are no children attending who speak English as an additional language.

## **THE EFFECTIVENESS OF THE PROVISION**

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

The provision is good.

Children play in a clean environment in which staff use good hygiene practices to minimise the risks of cross infection and so maintain children's health. Staff pay careful attention to keeping the toilet and kitchen areas meticulously clean and use appropriate procedures for the disposal of nappies to promote good hygiene. Parents see clear notices stating that children who are unwell may not attend the crèche. As most children stay for short periods only, staff make sure they understand expectations for helping to keep themselves healthy, such as washing of hands after using the toilet and before eating.

Children attending the crèche eat at different times according to their parents' wishes and suited to their day's timetable. Those staying as hotel guests for example, may have eaten large breakfasts and require little for snack or even lunch, whilst others eat more regularly. Staff accommodate all variations so that children eat and drink according to their needs. Older children, who take vigorous exercise outdoors, are encouraged to have more to drink on their return. These children enjoy daily fresh air but some of the younger ones, who attend on a more regular basis, do not take outdoor exercise often. All children rest according to their needs, with staff liaising closely with parents so that baby's sleep times also fit in with their family's wishes.

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

The provision is outstanding.

Children play in safety owing to the excellent range of policies and procedures which the hotel management and crèche staff devise and implement effectively. All take their responsibilities for the children's safety in the crèche, extremely seriously. Staff understand local child protection procedures and all hotel staff who come into regular contact with children, are vetted.

Excellent registration procedures contribute to children playing in a secure environment. Staff constantly monitor the frequent 'comings and goings' of children who are hotel guests, to maintain door security and adult:child ratios. Younger children particularly, receive much one to one attention from staff which helps minimise the risk of accidents. They learn why they should not play with gate catches for example, whilst older children hear that, when going outside to the tennis court, they remain in a group together. All staff understand the necessity of explaining

expected safety procedures to children who attend for short, or irregular, periods of time.

Children play in an extremely welcoming and spacious room. They select resources they wish to play with from well organised, open-plan shelves or from items already set out. Staff maintain resources and equipment in a clean and safe condition through regular checking and by discarding any items in a state of disrepair.

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

The provision is good.

Most children attend the crèche for very short periods of time only. All, however, enjoy choosing what they will do from the wide range of toys and activities on offer. Children concentrate well, becoming engrossed in such activities as painting pictures from their imaginations or creating 'ice-cream cones' using various materials. Older children pretend to play at cooking and 'making tea'; babies enjoy noisy toys or knocking down towers of bricks built by staff.

Children enjoy talking to each other and to staff. Babies gurgle and babble whilst they play or eat, showing their enjoyment of what they experience. Staff respond to them well, making eye-contact and talking to them as they eat or play. This helps the development of speech and conversation skills for those who attend the crèche over longer periods of time. Children hear clearly read stories, listening carefully to answer questions. They do not, however, see many symbols or printed signs around the playroom to develop early or pre-reading skills. Children's individual care needs are met, with staff being attentive to children's requirements.

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

The provision is good.

Children behave very well. This is because they enjoy what they do and staff make sure they know where to find things and understand what is expected of them. This helps all children, including those attending for short periods, to settle quickly and enjoy their time in the crèche. Staff are adept at managing children from differing backgrounds and helping them all to get on with each other. Relationships throughout the crèche are warm and friendly which is partly owing to the calm approach taken by the staff.

Children have equal access to all resources and activities appropriate for their age and stage of development. They use items such as dressing up clothes, which reflect the cultural diversity of modern life although, overall, these are limited in number and none portray disability in a positive way. Staff treat children equally and give all individual attention, particularly the youngest children.

All staff contribute towards establishing positive relationships with parents. Parents thinking of using the crèche receive a range of useful information on enquiry, either from the hotel reception or the crèche itself. When children arrive to be signed in,

staff obtain pertinent details quickly and efficiently, which makes hand over times work well for the children and helps safeguard their welfare. Staff listen to, and act on, parents' requests regarding their children's care routines so that these continue. Parents receive details of their children's activities and care at collection times.

## **Organisation**

The organisation is good.

The supervisor, supported by the hotel management, leads a well qualified staff team that works together effectively to ensure the wellbeing of the children. All legally required documentation is in place and well organised, although not all is kept with sufficient regard to confidentiality. Written policies work well in practice to further safeguard the children's welfare.

The supervisor organises the staff team, crèche space and timetable very well, carefully monitoring numbers to ensure adult:child ratios are met at all times. Children play in a child centred environment suited to their needs, enjoying a well planned range of interesting activities. Staff expertise helps children settle quickly and remain happy whilst in the crèche. The setting meets the needs of the children for whom it provides.

## **Improvements since the last inspection**

At the last inspection, the setting was required to address three recommendations: develop the range of activities offered to children, improve storage facilities and improve emergency evacuation procedures. This the setting has done.

Children now experience a wide range of activities and use a variety of media which allow them to express their creative and imaginative ideas. The installation of extra shelving allows children to freely select resources. The fire evacuation procedures meet the requirements of the Fire Officer with written emergency instructions clearly displayed.

## **Complaints since the last inspection**

A complaint was received in August 2004. Concerns were raised in relation to staff ratios not being maintained, a crying child being left unattended for more than five minutes and that the crèche did not follow written instructions in relation to a child. These concerns related to National Standard 2 Organisation, National Standard 3 Care, Learning and Play and National Standard 12 Working in Partnership with Parents and Carers. We asked the provider to investigate the concerns and report back within 10 working days. The provider reported back and provided details of their investigation, including copies of their records. We assessed this information in relation to the National Standards to which the concerns related. From the information that we have received, there appears to be no evidence that the National Standards were not being maintained. The crèche remains registered.

## 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):

- further develop the range of activities and resources that promote equality of opportunity and anti-discriminatory practice
- ensure that written records are kept so as to maintain confidentiality.

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