

Richard House Children's Hospice

Inspection report for early years provision

Unique Reference Number EY225853

Inspection date 27 March 2008

Inspector Carol Cox

Setting Address Richard House Trust, Richard House Drive, Beckton, London, E16 3RG

Telephone number 0207 540 265 or 0207 511 0222

E-mail tannec@richardhouse.org.uk

Registered person Richard House Trust

Type of inspection Childcare

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

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?

Richard House Children's Hospice is managed by Richard House Trust. It was registered in 2002. It provides care for children with life threatening or life limiting conditions.

The premises are purpose built in a residential area within the London borough of Newham. Care is provided for children living in neighbouring boroughs as well. The provision provides a main play area, under two's room, toilets, personal care area, quiet room, multi sensory area, bath/spa room, shower room, kitchen/milk room and garden area.

The day care provision is open Monday to Sunday from 08:00 to 20:00, and provides care for a maximum of 14 children.

The day care provision employs at present 22 members of staff. All staff have appropriate qualifications and experience.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is good.

The very experienced staff group is drawn from a range of care and nursing backgrounds and has a very good knowledge of how to promote children's health and well-being. There are robust systems in place to administer medication and a pharmacist visits weekly. Children are protected from the spread of infection through the strict infection control procedures in place. For example, if a child has an infectious illness their toys are kept separate and all toys are cleaned at the end of each session. Children's individual health needs are carefully identified and a care plan drawn up in partnership with parents and all those involved in their care. Staff have suitable first aid qualifications and all accidents are clearly recorded.

The sleeping needs of each child are documented after discussion with parents and appropriate arrangements are made. For example, a baby slept peacefully in the arms of a member of staff.

Children's specific dietary needs are detailed in their care plans and detailed guidance from parents is recorded. Parents generally provide all specialist diets and are able to prepare food for their own children should they choose to do so.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Children's safety is assured because staff have a very good awareness of how to ensure that the premises, activities and outings are regularly risk assessed and checked. For example, staff have risk assessed how children using oxygen can access public transport to go on outings. The specific manual handling needs of each child are assessed and any training or specialist equipment is accessed. All large play equipment is checked by the Royal Society for the Prevention of Accidents(RoSPA). There are clear and well practised fire evacuation procedures in place and a fire refuge offers protection for those unable to leave the building.

Children are safeguarded from abuse because staff receive regular child protection training. There are good procedures in place to protect children, such as the intimate care policy. The procedure to be followed in case of a concern about a child is clear and well documented. There is a policy in place should children become lost or missing.

Helping children achieve well and enjoy what they do

The provision is good.

Children are offered a range of interesting and stimulating activities and experiences to enhance their learning and development. Staff carefully plan for each child in partnership with parents and schools where appropriate. Each child has their own play assessment which sets goals for their individual development. Children enjoy many outings to exciting places, for example, the London Dungeon or riding the safety boat for the London Rowing Club. Specialists visit the play centre to offer sessions for arts and music and there are many examples of children's work displayed throughout the building.

The play centre is well organised and offers children of all ages easy access to a wide range of toys, resources and equipment to support their play. There are computers, electronic toys and a sensory room to meet the differing tastes of children.

Helping children make a positive contribution

The provision is good.

Parents are highly valued as partners in their children's care. The individual needs of each child are carefully considered when planning for their play and development. The cultural backgrounds of children are recognised and all information is made available in home languages. Staff ensure that parents and families have access to an advocacy service which can translate or interpret as needed. Thus, parents can fully participate in planning the best care for their children.

There is a positive and sensitive behaviour management policy which considers the specific needs of each child. Parental partnership is highly valued. There is a wealth of information about appropriate support services made available through notice boards and discussion with staff. However, the parents' information leaflet about Richard House is at present only available in English and is not up to date. The setting offers a range of appropriate services to families, such as counselling, sibling support, and complementary therapies. There is a clear complaints procedure made available to parents and all complaints are logged appropriately detailing actions taken.

Organisation

The organisation is good.

Richard House is well organised to offer good care and play services to children and support to their parents and families. Staff are very well qualified and attend regular training to ensure their practice is current and meets the specific needs of the children they care for. Recruitment procedures are rigorous and ensure that all staff employed are suitable to work with children. Staff are organised in teams which meet monthly to discuss how best they may offer good care to each child. The manager offers supervision monthly to staff and each staff member has an annual appraisal which identifies training needs and celebrates achievements. All staff and volunteers are checked by the Criminal Records Bureau. All policies and procedures are reviewed to ensure they meet current guidance and are shared with staff and parents. Good documentation records all care needs and consents for each child. This is stored securely and shared with parents in confidence. The setting meets the needs of the range of children for whom it provides.

Improvements since the last inspection

At the last inspection the setting was asked to develop links with children's schools to be aware of learning objectives which can be included in activities provided. Staff have built good relationships with schools and individual education plans are drawn up for children whose learning and development is well promoted through appropriate activities and experiences.

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 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):

- ensure information about the services on offer is updated regularly and made easily accessible to all families

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