



# Phoenix House Family Centre

Inspection report for early years provision

<b>Unique Reference Number</b>	501030
<b>Inspection date</b>	16 November 2005
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<b>Registered person</b>	Phoenix House Family Services
<b>Type of inspection</b>	Childcare
<b>Type of care</b>	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](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?

Phoenix House Nursery has been registered since 2001. It operates from the Phoenix House Family Service building which is a large, detached house standing in its own grounds, situated close to the centre of Sheffield. Phoenix House is a registered charity providing rehabilitation for parents with problems of substance misuse. The nursery specifically supports parents living at the centre and undergoing a therapeutic programme which lasts usually six months.

The nursery premises are in a self-contained unit on the ground floor of the main building. There is a nursery room, soft play room with ball pool and an additional

room for the very young children. The nursery has its own enclosed outdoor play area.

The setting is registered to provide full day care for up to 13 children aged between birth and 10 years. The children attend for a variety of sessions each week. A team of three qualified and experienced staff work with the children. There is access to additional support from qualified staff employed at Phoenix House when necessary.

## **THE EFFECTIVENESS OF THE PROVISION**

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

The provision is good.

Children's good health is promoted by a staff team who successfully implement good health and hygiene routines and practices. For example, the well organised routines for nappy changing, which includes disinfecting the area after each use and the suitable disposal of nappies. The children are beginning to become aware of the need to wash hands and do this independently using a step up to the sink and the easy to use soap dispenser.

A good variety of healthy snacks are provided for the children, a displayed snack menu means parents are successfully informed about the foods their children are provided with. Staff work well with parents to ensure they know what the children like and dislike and their individual dietary needs are effectively met.

Children enjoy physical activity inside and outside the setting. A particular favourite is the indoor ball pool and soft play area, which is used on a regular basis. Children move freely around the large soft shapes and negotiate the see-saw and exercise ball. As a result the children have very good climbing and balancing skills. Children's rest and sleep needs are met well through access to a range of equipment, such as cots and bouncing chairs. However, cots are shared and inadequate systems for changing sheets puts babies at risk of cross contamination. The older children enjoy regular planned, quiet times during the nursery session.

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

The provision is good.

The children are cared for in a welcoming, safe and secure indoor and outdoor environment. The clear procedures for monitoring people who access the building ensure that unvetted adults do not have access to the children. Children enjoy access to a safe and secure outdoor area, and they are closely supervised by the vigilant staff. When using equipment such as the soft play and ball pool, children receive gentle reminders that successfully raises their awareness of how to keep themselves and others safe.

The equipment and resources are checked on a regular basis to ensure they remain safe for the children to use. They are placed carefully by the staff to be within easy reach of children to allow them safe and independent access.

Children are safeguarded by staff who know and understand the settings child protection procedures. There are very clear procedures, which are successfully followed by the staff to record any concerns raised about the children in the setting.

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

The provision is good.

Children are very interested in what they do in the setting. They concentrate when they are painting and as they dress up during role-play activities. The children ask questions of the staff as they play together and seek reassurance as they try new activities. They use their own initiative, moving from activity to activity. Staff plan simple activities to meet the differing needs of the children. For example, a printing activity, which allows younger children to explore colour and the older children to recognise and name the shapes they see.

The staff know the children well and work hard to meet their individual needs. All children enjoy warm and affectionate relationships with the staff. The high staff-child ratio ensures that the younger children are offered individual attention, for example, they feed and change babies nappies according to their own routine. Children enjoy communicating with the staff, who effectively model clear speech to the children as they talk about what they see and do. Staff successfully use praise and encouragement to build the children's confidence and self-esteem. Children's awareness of the needs of the other children is effectively challenged by the staff, who consistently promote sharing and turn taking with them.

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

The provision is good.

Children are cared for by staff who work closely with their parents to effectively meet their individual needs. The children's individual stages of development are taken into account, when planning for their transition to the nursery from the baby room. The children enjoy very good relationships with the staff who plan effectively to ensure that children develop an awareness of others and the wider world.

The children behave well and staff use a consistent approach to encourage turn taking and sharing. Children generally work harmoniously together and effective steps are taken by staff when dealing with sibling rivalry.

There is a successful partnership with parents. The parents are actively involved in their children's play and learning as they join play sessions. They receive a wealth of information about the setting and their children's progress and achievements. Parents enjoy easy access to their children's assessment records and have regular discussions with staff.

### **Organisation**

The organisation is satisfactory.

Children are cared for by staff who are knowledgeable and well qualified. The successful recruitment and vetting procedures ensure that adults working with the children are suitable. The nursery is well organised and staff are vigilant as the children play. The high adult-child ratio and successful deployment of the staff ensures that children's individual needs are met very well.

The majority of the required policies and procedures are in place. However, the record of accidents and existing injuries involving children in the nursery is not clear as it is incorporated in the record book for the whole setting. In addition, the complaints procedure does not contain all the required detail. However, staff implement policies and procedures effectively and overall, the needs of the range of children for whom care is provided are met.

### **Improvements since the last inspection**

At the last inspection the setting was asked to improve some of the policies and procedures relating to the care of the children. The detail on the parental involvement, special needs and lost and uncollected children policies has improved to ensure that staff can act in the best interests of the children. However, the complaints procedure still does not contain all the required elements to ensure parents know how to complain to the regulator.

### **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):

- improve recording of accidents and existing injuries relating to children in the nursery

- further develop the complaints procedure for the nursery
- improve the procedures for the young children who sleep in the baby room to ensure their good health is promoted.

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)