



## Visitors Centre Creche

Inspection report for early years provision

<b>Unique Reference Number</b>	254334
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<b>Registered person</b>	Ormiston Children & Families Trust
<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*

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## 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 satisfactory. The registered person meets the National Standards for under 8s day care and childminding.

### WHAT SORT OF SETTING IS IT?

The Visitors' Crèche opened in 1997. It is run by the Ormiston Children & Families Trust, a registered charity. The crèche operates from a room in the Visitors' Centre on the site of HM Prison, Norwich. The service is provided free of charge to the children of families visiting the prison. A key role is to support the whole family whilst providing specifically for the needs of the children.

There are currently over 200 children on roll. Children attend for a variety of sessions. The setting supports a small number of children who have special needs or who have English as an additional language. The crèche is open on Monday and Saturday from

13:00 until 17:00; on Wednesday from 09:15 until 12:00; on Friday from 13:00 until 16:30 and on Sunday from 09:15 until 12.00 and from 13:00 until 16:30.

The trust employs five members of staff to work at different sessions. The staff members are supported by a team of well trained and experienced volunteers. Each member of staff has an early years qualification. Ratios and activities are adapted to accommodate children with special needs. Staff provide a pick up service to enable the children to visit the prison and to provide flexibility for the parent or carer. The setting receives support from the local authority.

## **THE EFFECTIVENESS OF THE PROVISION**

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

The provision is satisfactory.

Clear policies are in place to safeguard children's welfare and to keep them healthy and staff generally display good hygiene practice. Staff do not administer any medication as parents are on site, although appropriate procedures are in place for the storage and use of inhalers. Children's health is not assured in an emergency as the crèche does not obtain consent from parents to seek medical advice or treatment. The prevention of cross contamination of infection to children is not assured as a cloth is retained to disinfect the changing mat. In addition, parents may change their baby's nappy at the setting and are not always aware of the crèche's procedures for this. Children learn the importance of personal hygiene as staff encourage them to wash their hands after toileting and outdoor play and before eating. They take responsibility for their own personal needs in areas such as toileting and hand washing. They are unable to access tissues independently when required or to help themselves to water if thirsty.

Generally, the crèche does not offer snacks to the children, however, staff will prepare something if a child or parent advises that the child has not eaten. Special dietary requirements are recorded on registration documentation to ensure no child is at risk from a reaction to food.

Children develop a positive attitude to exercise as they have opportunities to play outdoors in the enclosed area adjoining the crèche. They are able to exercise large physical skills using a slide, a see saw and a range of resources, such as, balls and tricycles. Staff encourage the children to join in group activities, for example, handling a large parachute together. Children can rest and sleep according to their needs in a quiet area furnished with soft mats and large cushions.

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

The provision is satisfactory.

Children are cared for in a welcoming, safe indoor and outdoor environment. A risk assessment has been carried out and the crèche is carefully checked, prior to opening, in order that children's risk of accidental injury is minimised. Children's safety is fostered. They are provided with clear explanations about the setting in

order to keep themselves safe. Their awareness of staying safe in the sun is raised as they are encouraged to wear hats and to play in the shade. Procedures are in place to ensure children's safety in the event of a fire as fire drills are carried out and evacuation procedures are displayed within the setting. Children use a range of safe and suitable equipment which is regularly cleaned and checked for safety by staff, during quiet periods at the crèche.

A high handle is in place on the entrance door to prevent children from leaving the crèche. This door can be locked; however, staff advise that this is only carried out in an emergency, as it is a fire exit. Staff monitor this entrance carefully. Children's security is not assured, however, as individuals can enter the crèche from the Visitor's Centre.

Children are well protected. Staff members are highly aware of their responsibilities with regard to the welfare and protection of children and have robust systems in place to cover any child protection issues.

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

The provision is good.

The group affords children with a warm, inviting play area while their parent is visiting at the prison. Children may not use the facility on a regular basis and staff are very sensitive to their needs and emotions. They provide the children with a friendly welcome and show them around the crèche talking about the activities that are available.

Children are able to make choices from a wide range of resources which are easily accessible. They play at their own pace and enjoy pushing dolls around in prams. Staff develop their play to include the imaginary shop area, where the children interact together, sharing resources and taking turns, as they buy and sell items at the till. They access areas individually or in small groups, for example, a quiet section with soft toys and books, craft activities, a water station with a variety of resources and a range of games, puzzles, construction materials and imaginary play equipment. Babies are happy and content as they explore a range of age appropriate toys and receive gentle, caring interaction from staff members. They respond to staff's smiles, gentle songs and gestures and show interest as they watch the older children at play. Children have access to a number of large pieces of play equipment, tables and chairs and a playhouse, in the outdoor play area.

Staff are attentive to the children's needs at all times. They work at the children's level, supporting their play and encouraging each child to become involved in activities. For example, a staff member invites two children, who are shy on arrival, to help her feed fish in a small tank. They are fascinated as the fish swim to the top of the tank and soon forget their shyness. Children are at ease with the staff and confident to ask for additional materials or assistance.

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

The provision is good.

Staff discuss children's individual needs with parents when they first attend and record these on an admissions form, in order to provide appropriate care. They retain observations about how the children have settled and of what activities have interested them, in order that their needs are accommodated effectively during the next visit. Activities are adapted to accommodate their differing developmental needs and to include each child.

Children become aware of the wider society as the crèche organises outings for the children and their carers, for example, a trip to the Dinosaur Park. They develop positive attitudes to different cultures and lifestyles as they have access to a range of resources that reflect positive images of the diversity of people who make up our society. The setting has a commitment to inclusion and adapts the setting and activities to provide appropriate care for children with special educational needs. Children behave well and understand responsible behaviour. Staff use positive strategies, offering clear expectations and explanations if behaviour is inappropriate, for example, when a resource is used to obstruct another child. They adapt these strategies to accommodate different ages and developmental stages.

Staff provide a friendly service for parents and carers. They are welcomed into the setting. A notice board provides valuable information regarding the care provided at the crèche and the visits within the prison and the setting's child protection policy is shared with the carers. Carers are encouraged to settle the children prior to making their visit to the prison.

## **Organisation**

The organisation is satisfactory.

A strong management team oversees the organisation of the setting and the supervision of the staff. Children benefit from the care of appropriately vetted, qualified and experienced staff. Ongoing appraisals and training programmes enhance the children's care.

The crèche is organised effectively to accommodate children's play. Different sections are set up with stimulating activities and a unit, housing toilet and changing facilities, adjoins the play area. Outdoor play is accessed from the rear of the crèche.

Most legally required documentation is in place and secured in lockable cabinets, in the main office, to ensure confidentiality. The setting's complaints policy was not available for inspection. A register is utilised to record the arrival and departure times of each child and visitors and to obtain the signature of the persons collecting children. This system fails as some parents do not record the information required and one adult accompanying a parent is not recorded.

Overall, the provision meets the needs of the children who attend.

## **Improvements since the last inspection**

At the last inspection, recommendations were raised to enable children to select additional equipment unaided, to maintain a record of volunteers and visitors and to include the name, address and phone number of the regulator within the crèche's complaints policy.

Resources have been organised more effectively to provide easily accessible, additional choices for children. The complaints policy is not available and although the record of volunteers and visitors has been reviewed, staff are not fully aware of their responsibilities in this area. This report contains further recommendations regarding these issues.

### **Complaints since the last inspection**

There are no complaints to report.

## **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 satisfactory. 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):

- develop children's independence by providing them with access to drinking water and tissues at all times, reduce the risk of cross contamination when nappies are changed and obtain consent from parents to seek medical advice or treatment in the event of an emergency
- improve the security of the crèche
- improve the records of attendance and update the complaints policy.

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