



## **Sure Start MRM Creche**

Inspection report for early years provision

**Unique Reference Number** EY305628

**Inspection date** 15 November 2005

**Inspector** Helen Mary Ball

**Setting Address** Windermere Avenue, Southampton, Hampshire, SO16 9GH

**Telephone number**

**E-mail**

**Registered person** NCH

**Type of inspection** Childcare

**Type of 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](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 outstanding. The registered person meets the National Standards for under 8s day care and childminding.

### WHAT SORT OF SETTING IS IT?

The Sure Start crèche is run by NCH. It opened in 2005 and operates in a centre in the Millbrook area of Southampton. A maximum of 24 children may attend the crèche at any one time. The crèche is opened in conjunction with courses which the parents attend. All children share access to a secure outdoor play area.

Numbers on roll are dependant on courses running within the centre, but never exceed 24 children. Children come from the local catchment area. The crèche currently supports children with special educational needs as well as children who speak English as an additional language.

The crèche employs 15 staff, 5 of the staff, including the manager hold appropriate early years qualifications. and 4 staff are working towards a qualification.

## **THE EFFECTIVENESS OF THE PROVISION**

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

The provision is outstanding.

Children's health and well-being is promoted and underpinned by excellent use of record keeping and implementation of crèche policies. Children have use of a clean and hygienic cloakroom and use facilities such as disposable hand towels, step-up stools and mirrors with ease and confidence. They learn the importance of good hygiene and, through sensitive guidance from staff, show appropriate levels of self-care. For instance, children wash their hands before eating while staff supervise children carefully, but without compromising children's independence or privacy. Babies and toddlers are protected from cross-infection during nappy changing as the staff are meticulous in following effective hygiene routines.

Children's physical development is actively promoted. The staff have purchased Wellington boots and waterproof coats for all children, ensuring that every child can play outside. Children benefit from climbing frames, bikes and trikes which are on safety surfaces, as well as having access to a natural area and a garden. Children plant their own fruit and vegetables, which reinforces children's understanding of where food comes from and the importance of healthy eating.

Children are becoming aware of healthy eating and are given choices at snack time, such as a selection of fruits and wholemeal toast. They sit together at a table, with staff, which encourages social interaction.

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

The provision is outstanding.

The crèche environment is welcoming, stimulating and vibrant. Children's work is valued and is displayed on the walls at low level, ensuring that children can appreciate each other's work. Children benefit from a happy atmosphere with music playing in the background, creating a sense of harmony. They respond to the music and enjoy singing along to the nursery rhymes with enthusiasm. Children have ample space to move and play without restriction. The crèche has specific areas for some activities, such as messy play, so that children can develop their creativity without restraint. Non-mobile babies are protected from toddlers in a stimulating, enclosed area which is furnished with a wide range of toys and equipment. All areas of the crèche are maintained and cleaned to an exceptional standard.

Children benefit from an extensive and inspiring range of well maintained high quality toys, many of which are wooden. They are able to self-select toys from clear, child-height storage units, which are labelled with words and pictures, to help children recognise print. Children enjoy an excellent range of books, some of which represent positive images of cultures and disability as well as dual language books.

Children are safeguarded as all staff have received child protection training. Some staff have developed this further and have received advanced child protection training. Crèche policies and procedures are robust and staff clearly understand their role and responsibilities. Children are protected from adults who are not vetted, by vigilant supervision and rigorous recruitment procedures.

Children's safety is given top priority. Staff carry out daily risk assessments and are vigilant in supervising children. The high adult to child ratio ensures that children receive optimum support. Children take part in fire drills which are evaluated by staff. Children use superior quality equipment such as child-sized wooden tables and chairs, and suitable harnesses and soft chairs are used for younger babies. This ensures children's comfort and well-being.

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

The provision is outstanding.

Children flourish in this stimulating and innovative crèche. They are eager to come in and immediately settle to purposeful play. Children use their own initiative to explore and experiment, acquiring new knowledge and skills. For instance, children enjoyed a painting activity. They developed this from painting with brushes, to hand painting and finger painting, supported by dedicated staff. Children's learning through play is encouraged by staff, and they join in with children to enhance and develop their play.

Children are encouraged to be independent, confident and effective in their communication. Staff are excellent role models and they repeat words back to children, modelling the correct pronunciation. One member of staff uses Makaton signing alongside speech, to reinforce children's understanding to good effect. Staff are accomplished at creating positive interaction with children, they are resourceful and know the children well. Children are given significant opportunities to make choices, discover their own solutions and develop at their own pace, thereby developing confidence and self-esteem.

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

The provision is outstanding.

Children are helped to develop a healthy awareness of diversity. They are encouraged to explore the similarities and differences between each other. Staff respond in a positive, informative and matter-of-fact way to the curiosity children show about the world around them. For example, a member of staff shares a book reflecting disability with a child. They talk about the wheelchair in the story and how the child uses a buggy. Children view posters and pictures around the setting, all of which reflect diversity. Children have access to all play equipment and staff sensitively support younger children so that they can all participate. The comprehensive Equal Opportunities policy underpins the staff's consistent good practice.

The crèche supports some children with special needs. Staff have a "can do"

approach which means that children are more likely to achieve the best outcomes when in their care. Children are included in activities which, if necessary, are adapted.

Children's positive behaviour is promoted by the animated praise and encouragement offered by staff. Children are helpful and enjoy assisting staff to clear the table before snack time. A clear behaviour management policy underpins staff's management of children's behaviour. This helps children to take responsibility for their actions which enables them to become more effective learners. The high ratio of staff to children means that, if necessary, staff can give individual support to a child who is finding it difficult to control behaviour in a group situation.

Children's well being is significantly supported by an excellent partnership with parents. Parents' views about their child's needs and interests are sought before the child starts at the setting, and staff carry out home visits to discuss children's individual needs. Staff and parents have an excellent rapport and their relaxed approach directly impacts on the children's perception of the setting. Parents are provided with a comprehensive welcome pack which ensures they have a full understanding of the aims of the crèche.

## **Organisation**

The organisation is outstanding.

The crèche meets the needs of the range of children for whom it provides care.

Children are protected because the recruitment and vetting procedures for staff are rigorous and robust, and are overseen by NCH Head Office and the Occupational Health department. All staff undergo induction training, child protection training and health and safety training, in addition to training in a range of childcare issues. Most staff hold a relevant first aid qualification and two staff hold food hygiene certificates. Children are safeguarded as staff are vigilant in their supervision of children, and unchecked persons do not have any unsupervised access to the children at any time.

Children are accounted for at all times as parents sign children in and out of the setting. This ensures that the daily sheet is suitable for fire drill purposes.

Children benefit from excellent child: staff ratios. There is provision on a daily basis for any child to have 1:1 support if necessary. Children have a key worker which ensures that continuity is assured when the child attends the crèche.

All necessary paperwork is in place and well maintained. In addition, the comprehensive policies and procedures underpin and support the effective running of the crèche.

## **Improvements since the last inspection**

Not applicable.

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

There have been no complaints to report to Ofsted since registration.

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 outstanding. 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**

No recommendations for improvement are made because the quality and standards of care are outstanding.

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)