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26/04/2010

Headstart Day Nursery  
1 Spencer Street  
Leamington Spa  
Warwickshire  
CV31 3NE

Our Reference 200617

Dear Ms. Brenda Massey

### **Outcome of monitoring visit for provision judged as inadequate**

An Ofsted inspector, Caroline Jayne Kinzett, carried out a monitoring visit of your provision on 30/03/2010. This visit follows on from your inspection where the provision was judged to be inadequate.

### **Outcome of the visit**

As a result of our inspection on 09/03/2010, we sent you a welfare requirements notice.

In addition to the welfare requirement notice the provider was also issued a notice to improve. The welfare requirement notice required the provider to ensure that they obtain written parental permission to the seeking of any necessary emergency medical advice or treatment; make sure that effective systems are in place to ensure that practitioners and other people aged 16 years or over likely to have regular contact with children (including those living or working on the premises) are suitable to do so; not allow people whose suitability has not been checked to have unsupervised contact with children who are being cared for; take all reasonable steps to ensure that hazards to children, both indoors and outdoors, are kept to a minimum; ensure that they have appropriate fire detection and control equipment, for example, fire alarms, smoke detectors, fire extinguishers and fire blankets) which are in working order.

The notice of improvement required the provider to demonstrate how the requirements are met for adult:child ratios as set out in Appendix 2 of the Statutory Framework for The Early Years Foundation Stage; ensure that all members of staff understand the safeguarding policy; provide evidence of the settings written procedure for dealing with concerns and complaints from parents and keep a written record of complaints and their outcome; provide evidence to confirm that at least one person who has a current paediatric first aid certificate is on the premises at all times when children are present. There must be at least one person on outings who has a current paediatric first aid certificate; ensure that Ofsted is notified of any



significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children; ensure that each child is assigned a key person.

Since the last inspection the provider has liaised with the local authority to review policy and practice in order to develop and improve the childcare service. Although the provider is accessing local authority support, she is also taking personal responsibility to complete actions.

A parental permission form to give consent to seek emergency medical treatment has been devised and the parents of all children on roll are being asked to sign it.

The safeguarding children policy has been reviewed and updated. All staff have read the policy and a full team meeting is planned in April to discuss it to ensure that they have a clear understanding about their role in relation to safeguarding. The setting has the Local Safeguarding Children Board guidelines and the procedure to follow in the event of an allegation being made against a member of staff. Several staff are due to attend training in the coming months. Recruitment procedures have been reviewed to ensure that the provider is able to make decisions about staff suitability based upon rigorous recruitment and vetting procedures. The provider is developing recording procedures for suitability checks, a Criminal Record Bureau (CRB) check record form which includes details of all staff and their stages of application for the disclosure. Measures have been taken to progress CRB Disclosures for individuals who are likely to have regular contact with the children. All staff hold a current CRB. Individuals whose suitability has not been checked do not have unsupervised access to the children.

Sound and consistent procedures for obtaining criminal record checks for all staff and individuals who are likely to have regular contact with the children help to safeguard children's welfare.

Risk assessments are being reviewed and help has been sought from the local authority. The manager and one of the staff are due to attend health and safety training which will cover risk assessing. The setting has taken steps to ensure that hazards to children, both indoors and outdoors, are kept to a minimum by addressing the issues identified at the recent inspection. Radiator covers for the front and middle play rooms have been ordered, an additional bolt has been placed on the hall gate and reminders have been placed on both sides of the gate, on the gate at the bottom of the stairs and on the kitchen door to remind staff and parents to close them. All potentially hazardous materials have been removed from the low-level cupboard in the toilet area. New smoke alarms and a fire blanket have been purchased and the fire extinguishers have been serviced under what will be an annual contract. Although improvement has been made to safeguard children's safety and well-being, the provider is to continue risk assessment of the premises to ensure that all aspects of the premises are accounted for and to ensure that any

identified risks are minimised.

Following the recent inspection the provider is planning to meeting with all parents to update them on the progress that has been made on the actions. Whilst this goes some way towards meeting the action to demonstrate how they engage with parents further work is required to ensure that they receive information about the settings policies and procedures, for example, admissions polices, equality of opportunity policy and safeguarding policy.

The written complaints procedure has been reviewed it and it outlines the steps that will be taken to seek resolution of complaints from parents about the service received by their child. Whilst the setting will seek to resolve issues to the satisfaction of the complainant should this not be possible the policy gives the contact details for Ofsted. A record of complaints will be maintained by the setting and made available for Ofsted to inspect. These developments improve the procedure for dealing with complaints and help to parents to express their views about the service.

Two members of staff hold current paediatric first aid certificates and a further member of staff is due to attend training. Staff will be deployed to ensure that one of these staff is always on duty when the children are present.

The provider has reviewed the hours that staff work to ensure that they are deployed effectively to meet the adult:child ratios as set out in Appendix 2 of the Statutory Framework for the Early Years Foundation Stage. The manager is present throughout the operational hours which ensures that there is always a level 3 qualified person responsible for the setting. The setting has a suitably qualified and experienced deputy to cover in her absence.

The manager has liaised with the local authority to look at assigning a key person to each child. In house training on the role of the key person is planned. The manager is due to attend Early Years Foundation Stage (EYFS) training.

Having considered all the evidence, the inspector is of the opinion that at this time the setting is making satisfactory improvement overall.

### **Overall effectiveness of the improvement and outcomes for children**

Overall the provider has made satisfactory progress in addressing the points for improvement. The next visit will be a monitoring visit.

### **Next steps**

Having considered all the evidence the inspector is of the opinion that at this time:

- The setting has made satisfactory progress in addressing the points for improvement. The next visit will be a further monitoring visit.

I hope that you have found the visit helpful in promoting improvement in your setting. If you have any further queries please contact us on the number at the top of this letter.

Yours sincerely

A handwritten signature in black ink that reads "Sheila Brown".

Sheila Brown HMI  
National Director, Inspection Delivery