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15/07/2010

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 29/06/2010. 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.

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

The provider has made satisfactory progress in meeting the actions set out in the welfare requirement notices and the and the notices to improve. The provider continues to work with the local authority in reviewing and developing policy and practice to support improvement for children's welfare and learning and development. Although the provider is accessing local authority support, she is also taking personal responsibility to complete actions and is striving to aim to continuously improve.

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

The safeguarding children policy has been reviewed and updated; it includes reference to the Local Safeguarding Children Board guidelines and the procedure to be followed in the event of an allegation being made against a named member of staff and outlines the procedure to contact the Local Designated Officer (LADO). A full team meeting has taken place to discuss it to ensure that they have a clear understanding about their role in relation to safeguarding. One of the staff has undertaken safeguarding training and cascaded the information to all of the staff and the manager of the setting intends to complete a refresher course in the autumn. 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 has developed 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 disclosures. CRB disclosures are in place for all staff. 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 have been reviewed and help has been sought from the local authority. The manager has attended health and safety training. 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 are in place, 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. Weekly checks are undertaken of the fire alarms and the details recorded.

The provider has given all parents a copy of the complaints procedure and the safeguarding policy and parents will be able to comment upon the health and safety policy during July 2010. As other policies are reviewed they will be made available to the parents in a folder in the hallway.

The written complaints procedure 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 is 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.

Three members of staff hold current paediatric first aid certificates and staff are 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 two suitably qualified and experienced deputies to cover in her absence.

All of the children have been assigned a key person following in house training on the role of the key person which was organised with the Local Authority.

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

Next steps

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

- The setting has made satisfactory improvement. The next visit will be a full inspection.

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