



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN 120068

### INSPECTION DETAILS

Inspection Date	10/05/2004
Inspector Name	Deborah Jaqueline Newbury

### SETTING DETAILS

Day Care Type	Creche Day Care
Setting Name	Herons Creche
Setting Address	Kings Road Haslemere Surrey GU27 2QT

### REGISTERED PROVIDER DETAILS

Name	D.C. Leisure Management Ltd.
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### ORGANISATION DETAILS

Name	D.C. Leisure Management Ltd.
Address	2 Freemantle Road Bagshot Surrey GU19 5LL

## ABOUT THE INSPECTION

The purpose of this inspection is to assure government, parents and the public of the quality and standard of day care. When making judgements, inspectors have regard to how well the provider meets the National Standards for under Eights Day Care and Childminding. A list of these is attached. The report identifies strengths and areas for improvement.

This inspection report must be made available to all parents.

### Information about the setting

Hérons Crèche opened in 1998. It operates from a purpose built room within Herons Fitness and Swimming Centre situated in Haslemere. The crèche serves the town of Haslemere and many of the surrounding towns and villages.

There are approximately 250 children from 6 weeks to under 5 years on roll. Children attend for a variety of sessions whilst their parent or guardian participates in the sporting activities on offer at the centre. Parents and guardians are required to remain on site. Children may stay for no longer than one hour and fifty five minutes.

The Crèche opens 52 weeks of the year and sessions run from 09.30 - 13.30 Monday to Friday and 09.30 - 11.25 on Saturdays.

Ten members of staff work with the children, of these one member of staff works full time. One member of staff has a recognised early years qualification. Two members of staff are on training programmes. Five members of staff working within the crèche hold a current first aid certificate and there are additional First Aiders within the centre. The setting receives support from the Early Years and Childcare Service (EYCS) and is a member of the Surrey Day care Association.

### How good is the Day Care?

The standard of care offered by Herons Crèche is satisfactory.

Children are accommodated in a warm and welcoming environment. Premises are clean and well maintained. The crèche is organised effectively with appropriate deployment of staff to ensure that the individual needs of the children attending are met. Space is used well. Children are provided with an interesting range of age appropriate play materials, although these do not reflect positive images of disability. The storage of many toys and other equipment at low level means that children can access these easily and make decisions about what they do. Staff make a point of ensuring that toys are placed within easy reach of babies. Staff work together well as a team and are aware of their roles and responsibilities. However, the staff team does not yet meet minimum qualification levels. Required documentation is mostly in place but some records are not kept for the required time period. Staff are aware of the need to ensure confidentiality.

Staff take positive steps to safeguard children appropriately. They talk to older

children about safety using simple language and explanations. There are good procedures in place to ensure security and thus safeguard children and staff. They promote health and hygiene appropriately and ensure that parents are well informed about their policy with regard to food and drink. Staff have an understanding of issues relating to child protection.

Staff build good relationships with children. They are attentive and interact positively with them. Children are mostly settled and secure. Those who are a little less confident receive good support. Staff are very aware of the need to match behaviour management strategies to children's level of maturity.

Staff and parents enjoy friendly relationships. Parents are provided with useful information about the crèche and the service it offers. They are welcomed into the crèche and staff spend time talking to them about their children.

#### **What has improved since the last inspection?**

At the previous inspection, the setting agreed to ensure that at least one member of staff would obtain an appropriate First Aid qualification and develop an action plan to show how qualification requirements would be met. Five members of staff working within the crèche now hold a relevant First Aid qualification and there are plans in place for other members of staff to attend First Aid training as well. The crèche forwarded an action plan to Ofsted outlining how it intended to meet minimum qualification levels. There have been staff changes since then and this has meant that the crèche is still not meeting this requirement. This has therefore been carried forward to this inspection and the setting has been requested to provide further details as to how it plans to ensure that staff training and qualification requirements will be met at all levels.

#### **What is being done well?**

- Staff are very attentive and provide children with good support. They are very keen to ensure that all children enjoy their experience within the crèche and work hard to achieve this by participating in children's play, showing interest in what they are doing, talking with them and making sure that children are well occupied. They are very caring and friendly.
- Children are accommodated in a very pleasant environment. It is visually stimulating and child friendly. Staff name and display children's work which shows that children's efforts are valued.
- Staff are very aware of the differing ages and stages of development of the children cared for within the crèche. They make good use of praise to encourage children's good behaviour and are very aware of what is happening within the crèche room. This means that they are able to intervene and resolve potential difficulties, for example over sharing and turn-taking.

#### **What needs to be improved?**

- strategies to ensure minimum qualification levels are met at all levels
- some aspects of record keeping and the time-scale for retention of required documentation
- resources that reflect positive images of disability

### Outcome of the inspection

Satisfactory

### CONDITIONS OF REGISTRATION

*All registered persons must comply with all conditions of registration included on his/her certificate of registration.*

*As a result of this inspection conditions of registration have been imposed / varied / removed and a new certificate of registration will be issued.*

### WHAT NEEDS TO BE DONE NEXT?

#### The Registered Person must take the following actions by the date shown

Std	Action	Date
2	develop an action plan that sets out how staff training and qualification requirements will be met	10/06/2004
14	devise a statement of the procedure to be followed if a parent fails to collect a child	10/06/2004

#### The Registered Person should have regard to the following recommendations by the time of the next inspection

Std	Recommendation
9	expand the range of resources available that reflect positive images of diversity to include those that reflect positive images of disability
13	expand the child protection policy further to include details of the procedure to be followed in the event of allegations of abuse or neglect
14	ensure that all required records are retained for the required time scales

## **SUMMARY OF NATIONAL STANDARDS**

### **STANDARD 1 - SUITABLE PERSON**

*Adults providing day care, looking after children or having unsupervised access to them are suitable to do so.*

### **STANDARD 2 - ORGANISATION**

*The registered person meets required adult: child ratios, ensures that training and qualifications requirements are met and organises space and resources to meet the children's needs effectively.*

### **STANDARD 3 - CARE, LEARNING AND PLAY**

*The registered person meets children's individual needs and promotes their welfare. They plan and provide activities and play opportunities to develop children's emotional, physical, social and intellectual capabilities.*

### **STANDARD 4 - PHYSICAL ENVIRONMENT**

*The premises are safe, secure and suitable for their purpose. They provide adequate space in an appropriate location, are welcoming to children and offer access to the necessary facilities for a range of activities which promote their development.*

### **STANDARD 5 - EQUIPMENT**

*Furniture, equipment and toys are provided which are appropriate for their purpose and help to create an accessible and stimulating environment. They are of suitable design and condition, well maintained and conform to safety standards.*

### **STANDARD 6 - SAFETY**

*The registered person takes positive steps to promote safety within the setting and on outings and ensures proper precautions are taken to prevent accidents.*

### **STANDARD 7 - HEALTH**

*The registered person promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.*

### **STANDARD 8 - FOOD AND DRINK**

*Children are provided with regular drinks and food in adequate quantities for their needs. Food and drink is properly prepared, nutritious and complies with dietary and religious requirements.*

### **STANDARD 9 - EQUAL OPPORTUNITIES**

*The registered person and staff actively promote equality of opportunity and anti-discriminatory practice for all children.*

### **STANDARD 10 - SPECIAL NEEDS (INCLUDING SPECIAL EDUCATIONAL NEEDS AND DISABILITIES)**

*The registered person is aware that some children may have special needs and is*

*proactive in ensuring that appropriate action can be taken when such a child is identified or admitted to the provision. Steps are taken to promote the welfare and development of the child within the setting in partnership with the parents and other relevant parties.*

#### **STANDARD 11 - BEHAVIOUR**

*Adults caring for children in the provision are able to manage a wide range of children's behaviour in a way which promotes their welfare and development.*

#### **STANDARD 12 - WORKING IN PARTNERSHIP WITH PARENTS AND CARERS**

*The registered person and staff work in partnership with parents and to meet the needs of the children, both individually and as a group. Information is shared.*

#### **STANDARD 13 - CHILD PROTECTION**

*The registered person complies with local child protection procedures approved by the Area Child Protection Committee and ensures that all adults working and looking after children in the provision are able to put the procedures into practice.*

#### **STANDARD 14 - DOCUMENTATION**

*Records, policies and procedures which are required for the efficient and safe management of the provision, or to promote the welfare, care and learning of children are maintained. Records about individual children are shared with the child's parent.*