



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN EY259744

### INSPECTION DETAILS

Inspection Date 20/07/2004  
Inspector Name Paula Hunt

### SETTING DETAILS

Day Care Type Full Day Care  
Setting Name Smileys Creche (CPW)  
Setting Address Woodrow Drive  
Redditch  
Worcestershire  
B98 7UB

### REGISTERED PROVIDER DETAILS

Name Smileys Creche Ltd

### ORGANISATION DETAILS

Name Smileys Creche Ltd  
Address Staffordshire General Hospital  
Weston Road  
Stafford  
Staffordshire  
ST16 3SA

## 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

Smileys Crèche operates from the grounds of the Alexandra Hospital Redditch. There are four playrooms in the purpose built nursery. It is all on one level. It serves the staff of the hospital only.

Children can attend for a variety of sessions from the age of six weeks. The crèche supports children with special needs and who speak English as an additional language.

The crèche opens five days a week all year round. Availability at weekends is subject to negotiation. Sessions are from 07:00 until 18:00 hours.

Five staff work with the children. All staff have early years qualifications. The group is supported by the Early Years Development and Childcare Partnership (EYDCP).

### How good is the Day Care?

Smileys Crèche provides satisfactory care for children. The setting offers a warm and welcoming environment to children and their families. Staff work well together as a team ensuring that children are well supported when participating in activities. Whilst staff ratios are maintained further attention is required to ensure there is a minimum of two adults on duty and that the times of arrival and departure of staff and children are accurately recorded and up to date.

Staff pay particular attention to safety ensuring that children are cared for in a safe environment. Risk assessment procedures have been developed, are regularly undertaken and any hazards minimised. Further attention is required however, regarding the security of the garden gate and procedures for the recording of emergency evacuation drills. Most of the required written policies and procedures are in place with the exception of the lost child procedure. Most aspects of hygiene are satisfactory however, procedures to encourage hand washing before meals and snacks need to be implemented.

There is a suitable range of age appropriate toys and equipment for both indoor and outdoor play, which encourages children to develop in all areas. The children are encouraged to freely access the toys and activities with good use being made of the space and facilities available. Staff interact well with the children and the children with them. The interaction was good with staff engaging in play, talking and listening

to the children.

Partnership with parents is friendly and relaxed. Children take drawings and artwork home and parents are welcomed into the setting to talk to staff daily. Parents are provided with useful information about the crèche although, the procedure for complaints does not provide parents with Ofsted's contact details. Parent's wishes are respected ensuring that the individual needs of the children are met.

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

Not applicable as this is the first inspection.

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

- A good variety of toys and resources are provided that are interesting and allow for both active play and relaxation.
- Staff are attentive to children's needs and work well as a team which ensures children are well supported when participating in activities.
- Space is organised to meet children's needs effectively and children can move freely between activities.
- Staff have a good awareness of safety and there are procedures in place to carry out risk assessments and minimise hazards.
- Partnership with parents is open and friendly. Information is shared daily and parents wishes are respected ensuring that children's needs are being met.

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

- documentation, to ensure the times of staff and children's arrival and departure are recorded and that Ofsted's full contact details are provided on the complaints procedure
- procedures, with regard to lost children, to ensuring there is a minimum of two adults on duty and that staff receive child protection procedures as part of their induction training during their first week of employment
- children's safety, with regard to preventing unwanted visitors from entering the garden and sufficient details being recorded in the emergency evacuation log
- hygiene practice, with regard to encouraging hand washing before meals and snacks and after using the toilet and cleaning surfaces between activities.

#### **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 should have regard to the following recommendations by the time of the next inspection

Std	Recommendation
2	Ensure times of arrival and departure of staff and children are accurately recorded and up to date.
2	Develop procedures for lost children.
2	Ensure there is a minimum of two adults on duty.
6	Conduct a risk assessment on the perimeter gate identifying action to be taken to minimise the identified risk.
6	Ensure emergency evacuation drills are recorded in sufficient detail.
7	ensure good hygiene practices are in place regarding hand washing.
12	Ensure complaints policy is updated to include Ofsted's full contact details.
13	Ensure all staff have induction training in child protection in their first week of employment.

## **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.*