



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 401657

INSPECTION DETAILS

Inspection Date 29/06/2004
Inspector Name Elaine Steedman

SETTING DETAILS

Day Care Type Creche Day Care
Setting Name Ponteland Toddleduck Creche
Setting Address Callerton Lane
Ponteland
Newcastle upon Tyne
Tyne and Wear
NE20 9EG

REGISTERED PROVIDER DETAILS

Name Leisure Connection plc

ORGANISATION DETAILS

Name Leisure Connection plc
Address Datalogic House
Dunstable Road
Redbourne
Hertfordshire
AL1 7PR

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

Ponteland Toddleduck Crèche, which is managed by Leisure Connection, opened in March 2001.

It is situated in a purpose-built, ground floor playroom within Ponteland Leisure Centre, Ponteland, Northumberland.

The creche is open Monday to Saturday, 09:30 - 12:30 except Christmas, New Year and Bank Holidays.

The creche offers occasional care for Leisure Centre users and the local and wider community.

All children are welcome and places are available for children aged from birth to five years.

Children with English as an additional language and children with special needs are welcome. There are currently 58 children on the register.

Two full-time staff work with the children supported by regular supply cover staff.

The person in charge has a Level 3 playwork qualification and the rest of the staff have Level 2 or 3 qualifications in childcare or playwork.

How good is the Day Care?

The Ponteland Toddleduck Creche provides good care for children.

The creche organises ratios, space, activities and children's routines well, although some improvement is needed to documentation and resources. Regular staff meetings enable the staff to work well as a team. The creche offers a welcoming environment and friendly atmosphere which effectively encourages children to feel comfortable and relaxed. Staff build warm, caring relationships with children enabling them to feel happy and settled.

The creche has appropriate safety, supervision and security procedures which effectively protect children from danger. The creche has effective procedures to promote hygiene and protect children's health and well-being. Positive steps are taken to meet children's individual needs.

The creche offers children a wide range of appropriate play and learning opportunities. A stimulating environment and a variety of play resources and activities are provided which support the children's interests, promote their development and keep them well occupied. Staff actively involve themselves in the children's activities and provide appropriate routines to enable the children to feel confident and secure. Staff effectively encourage positive behaviour through the use of appropriate behaviour management strategies.

Staff build positive relationships with parents and consult with them regularly, however, procedures for protecting confidentiality need improving. Staff communicate with parents regularly to keep them informed about their children's well-being and development. Parents have access to the creche policies and procedures and are kept informed about the creche.

What has improved since the last inspection?

Not applicable.

What is being done well?

- Staff build positive relationships with parents through regular information sharing, enabling them to keep parents informed about the provision and work with them in promoting their children's welfare and development.
- Staff develop friendly and caring relationships with the children and take an active role in their play, enabling them to provide a relaxed, welcoming atmosphere and help children feel happy and settled.
- Staff provide a wide range of stimulating activities and play resources which effectively support children's developmental needs, ensure their interest is maintained and contribute to their progress and learning.
- Staff employ appropriate safety, security and supervision measures which effectively protect children from danger and enable them to play in a safe environment.
- Effective measures are taken to ensure a good level of hygiene is maintained. Children's individual health needs are considered and appropriate steps taken to protect their health and well-being.
- Staff employ effective, consistent behaviour management strategies which take children's developmental stages into account and value and encourage good behaviour. Staff effectively model positive behaviour.
- Admissions, space, staff deployment and children's routines are well organised to support children's independence and ensure children receive an appropriate level of care and attention.

What needs to be improved?

- the documentation; to ensure the Child Protection Policy includes police and

social service contact details and the procedures to be taken in the event of allegations being made against staff

- the confidentiality; to ensure that all personal information about children is stored securely
- the resources; to ensure staff and parents are able to communicate efficiently by telephone and to ensure sufficient adult size furniture is available to enable staff to feed and nurse babies appropriately.

Outcome of the inspection

Good

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
4	Ensure there is access to a telephone in the creche premises.
5	Ensure that sufficient, suitable furniture is available to meet the needs of the children.(adult sized seating)
13	Ensure that the child protection policy includes Police and Social Service contact details and the procedures to be followed in the event of allegations of abuse being made against staff.
14	Ensure that all records containing children's personal information are stored securely and confidentiality is maintained.

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.