



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 101760

INSPECTION DETAILS

Inspection Date 04/01/2005
Inspector Name Jennifer Read

SETTING DETAILS

Day Care Type Full Day Care
Setting Name The Family Haven
Setting Address 31 Spa Road
Gloucester
GL1 1UY

REGISTERED PROVIDER DETAILS

Name The Family Haven Trust 04247872 1088622

ORGANISATION DETAILS

Name The Family Haven Trust
Address 31 Spa Road
Gloucester
Gloucestershire
GL1 1UY

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

The Family Haven opened in 1988 and operates from a semi-detached house in the centre of Gloucester. The centre has two base rooms, a dining room, kitchen and a soft-play room on the ground floor. A sleep room, parents' room and staff facilities are located on the first floor. An additional office and therapy room are located on the second floor. Bathroom facilities and a laundry are also available. All children share access to an enclosed outdoor area with impact absorbent surfaces. Children attend from all areas of Gloucestershire. The centre currently supports a number of children with special educational needs.

A maximum of 28 children may attend the centre at any one time. There are currently 47 children on roll aged between birth and 8 years. The centre operates each week day from 09.30 to 16.00 for 52 weeks of the year except for bank holidays. The nursery is open from 10.00 to 13.00 and 13.30 to 15.30. The Family Haven is a charity and offers a range of integrated services to support families and children who are in temporary accommodation. These include crèche facilities, welfare advice and support, craft workshops, respite care, information sessions and pre-nursery and nursery care.

The centre employs a team of four staff to work directly with the children. All of the staff, including the manager hold relevant childcare qualifications. Most staff have completed first aid and child protection training. There are three staff who work with the parents. There is also a cook, a fund raiser and health visitor that are based in the centre. The centre has been awarded the Gloucestershire Quality Assurance Award in the Foundation Stage.

How good is the Day Care?

The Family Haven provides satisfactory care for children. They offer a bright, cheerful and welcoming environment. Displays, murals and children's pictures decorate the walls. The premises are safe and secure and staff implement high levels of safety. A buzzer-video phone and entry system are used effectively to monitor access to the centre and ensure the safe collection of children. All areas are clean and children demonstrate a good understanding of the hygiene routines.

There are effective procedures for staff recruitment and good opportunities to support and extend staff's own personal development. The well-qualified and committed staff team provide a range of planned and free-choice activities to

encourage children's learning. Children's independence and decision-making skills are promoted effectively through clear labelling and easy access to a wide selection of toys and play materials. There are limited opportunities and play items for older children. Children are enthusiastic in their play and eagerly explore movement, climbing and riding on vehicles in the outdoor play area.

A good range of healthy, nutritious home-cooked meals are provided. Staff have a clear knowledge of children's specific dietary needs. However, children do not have easy access to regular drinks. Most children's individual needs are well met. The centre has a proactive and inclusive approach and provides appropriate support to promote children's welfare. Staff act as good role models and manage children's behaviour successfully.

The centre supports parents effectively and offers useful parenting and adult-learning opportunities. Detailed information is provided to keep parents well informed about the setting. However, not all records, consents, policies and information about the child's progress are in place and shared with parents. Most policies and procedures are clear, well-written and implemented appropriately by staff.

What has improved since the last inspection?

At the last inspection, the provider was given four actions to address these required the centre to extend: the policy for when a parents fails to collect a child, to include a procedure if a child is lost;

the complaints procedure to include the Ofsted contact details;

the child protection policy to include the action to take if an allegation of abuse is made while a child is in the care of the setting;

and to make sure the fireguards in the cot room do not pose a hazard to children.

All actions have been addressed appropriately. All these policies and procedures are in place and contain sufficient detail to ensure staff and parents have a sound knowledge of appropriate action to take. The fireguards are securely attached to the wall to ensure children are safe and unable to touch the warm radiators.

What is being done well?

- The premises are clean and well organised. Posters, notice boards, murals and children's pictures adorn the walls to create a bright, cheerful and inviting environment. Toys and play materials are readily available and clearly labelled to promote children's independent use.
- Children appear happy and settled. They respond appropriately to staff's calm, positive and consistent approach and they know the routines well. Praise is used frequently to value children's achievements and promote their good behaviour.

- Staff implement the detailed and well-written equal opportunities successfully. Children and parents individual needs are recognised and valued.

What needs to be improved?

- the operational procedures for the safe conduct of any outings
- the medication records
- the information shared with parents regarding children's welfare and progress, accident records, policies and procedures
- the written permission from parents to seek emergency medical advice or treatment.

PREVIOUS COMPLAINTS (This section applies only to inspections carried out from September 2004. The complaint record relates to complaints from the last inspection or 1st April 2004 whichever is later.)

There are no complaints to report.

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 |
|-----|---|------------|
| 14 | Keep a written record, signed by parents, of medication administered to children. | 05/02/2005 |

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

| Std | Recommendation |
|-----|---|
| 6 | Devise operational procedures for the safe conduct of any outings provided. |

| | |
|----|---|
| 7 | Request written permission from parents to seek emergency medical advice or treatment. |
| 12 | Share policies and procedures, records and regular information to promote the welfare and development of the child in partnership with parents. |

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.