



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 317419

INSPECTION DETAILS

Inspection Date	15/02/2005
Inspector Name	Diane Roberts

SETTING DETAILS

Day Care Type	Full Day Care
Setting Name	Queen Street Day Nursery
Setting Address	19 Queen Street Penrith Cumbria CA11 7XF

REGISTERED PROVIDER DETAILS

Name	Mrs A Tyson-Brown and Mrs K Tallentire
------	--

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

Queen Street Day Nursery was established in 1987 and the present owners opened in 1993. The privately owned nursery operates from a Grade II listed two storey building in the centre of Penrith. Children aged two years and over are accommodated on the ground floor and babies and children under the age of two years are accommodated on the first floor. There are bathrooms on the ground floor and the first floor. There is an enclosed area at the rear available for outside play. Queen Street Day Nursery serves Penrith and the surrounding area.

There are currently 31 children on roll aged 8 months to 4 years. This includes 9 funded 3 year olds and 2 funded 4 year olds. Children attend for a variety of sessions. The setting currently supports a number of children with special needs. There are no children attending who speak English as an additional language.

The group opens five days a week all year round. Sessions are from 08:30 until 17:30.

There are six staff including students who work throughout the week. Over half the staff have qualifications to NVQ level 2 or 3. The nursery is a member of the National Day Nurseries Association.

How good is the Day Care?

Queen Street Day Nursery provides good care for children. There is a good quota of qualified and experienced staff. Staff work well together demonstrating a strong commitment to team working. There is good organisation of the setting which enables the staff to work closely with the children and to offer fine care and support. Staff have a secure knowledge and understanding of their role within the setting. They organise and utilise resources well to the benefit of the children attending.

Staff's awareness of children's constantly developing abilities helps to ensure appropriate safety measures are generally applied. However recommendations with regard to safe food storage are not made absolutely clear to parents. Staff demonstrate a conscientious approach to child safety. Sensitive and appropriate interactions between staff and children promote children's self esteem. Staff have a good understanding with regard to their responsibilities in child protection matters. Comprehensive records are in place and are well organised although arrangements, for gathering information on accidents and incidents, are not always conducive to

confidentiality.

Children are involved in a broad range of activities. Children's care, learning and play are supported well by staff that monitor children's progress regularly and use this information to provide for their individual needs. The setting has a good range of toys and equipment for children including a developing range of resources that reflect positive images of culture, ethnicity, gender and disability.

Effective systems are in place for keeping parents informed about the setting and future events. Parents are invited to contribute to the setting's activities and steps are taken to promote the welfare and development of the child within the setting in partnership with the parents and other relevant parties. Parental questionnaires expressed a high level of satisfaction with the service.

What has improved since the last inspection?

At the last inspection the setting agreed to ensure that all staff members have completed the vetting procedure including police checks. This has been done. They agreed to make sure that a no-smoking policy is in place for areas used by children, that the child protection policy includes procedures to be followed in the event of an allegation being made against a member of staff or volunteer and that the behaviour management policy includes anti-bullying procedures. All procedures are now in place and comprehensive. The setting agreed to ensure the privacy of children is respected when the children are using the toilet. The staff now make sure that this is enforced.

What is being done well?

- Children are highly valued and respected. They benefit from a sensitive, consistent approach to their behaviour. They are treated with kindness and affection. Children are encouraged to try new activities and develop new skills in a safe and supportive environment. Procedures for behaviour management are understood and implemented by staff and shared with parents and children. Children feel secure and confident with the adults looking after them.
- Children are encouraged to express their creativity through activities. Staff listen closely to children and respond appropriately. They talk with the children and encourage them to talk about what they are doing and ask questions. There is a good balance of free play and adult initiated activity within the setting. Children are able to choose from a wide range of play materials that are easily accessible to them.
- Provision for the babies and children under two is good. Staff give admirable attention to meeting children's individual needs and to exchanging information with their parents. Babies are given the opportunity to get used to older children by having their lunch together ensuring a smooth transfer from one room to another.
- The environment is warm and welcoming for children. Space is well

organised and used appropriately to promote children's development. Children's work and colourful posters are at children's eye level. There are display boards to give information about recent and forthcoming events.

- The setting realise the importance of good relationships with parents to ensure children's well-being, development and progress. Children benefit from supportive partnerships encouraged by the setting's "open-door" policy. Staff welcome parents into the setting and there is a two-way flow of information, knowledge and expertise.

What needs to be improved?

- the availability of written information for parents with regard to safe food storage
- the extent of the range of resources that reflect positive images of culture, ethnicity, gender and disability
- the recording of accidents and incidents with regard to maintaining confidentiality

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 since 1 April 2004

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
7	review arrangements for storing packed lunches to ensure recommendations for food storage are followed

9	continue to develop resources that reflect positive images of culture, ethnicity, gender and disability
14	review recording especially with regard to accidents and incidents to ensure confidentiality is maintained at all times

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.