



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN EY234917

### INSPECTION DETAILS

Inspection Date	18/09/2003
Inspector Name	Dinah Round

### SETTING DETAILS

Day Care Type	Creche Day Care
Setting Name	Outlooks Family Centre
Setting Address	Castle Road Portland Dorset DT5 1AU

### REGISTERED PROVIDER DETAILS

Name	Outlooks Family Centre 215301
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### ORGANISATION DETAILS

Name	Outlooks Family Centre
Address	Castle Road Portland Dorset DT5 1AU

## 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 NCH Outlooks Family Support Service resides in a building owned by Dorset County Council located on the Isle of Portland. It accommodates children and families that live on Portland, and in the Littlemoor and Wyke Regis area's of Weymouth.

All staff are employed by NCH and the crèche follows many policies and practices established by the organisation.

The crèche offers places for 15 children aged 0 - 8 years, for parents using service and training opportunities. Sessions currently operate on Thursday from 9.15 - 11.30 am, and Tuesdays 12.30 - 3.00 pm.

The crèche facilities are located on the ground floor and consist of a main playroom, with a parents room available as additional space, separate toilet /kitchen facilities are easily accessible on the same level. Children also have access to a rear enclosed garden.

There is a team of eight staff including play workers, project workers and administrative staff. Four staff work directly with the children. Most have an Early Years Qualification, with one member of staff currently working towards an NVQ level 3 qualification.

### How good is the Day Care?

Outlooks creche provides satisfactory care for children

There is a warm, welcoming environment and safety measures are in place to ensure risks are minimized, however some hygiene practices could be improved. Clear policies and procedures, and regular training means staff have a good understanding of child protection. High levels of qualified staff with a consistent approach, support the running of the creche, however further consideration needs to be given to organisation to ensure it meets the needs of all children, but in particular, the under two's.

Staff have a good understanding of children's individual needs and organise play opportunities that are interesting to the children. They interact well with the children providing reassurance to help them feel settled and secure. Staff have a consistent and sensitive approach to managing behaviour. There is a wide range of good

quality play equipment and resources.

Information about the provision and the children's routines is shared with parents on a regular basis. Most aspects of documentation are in place.

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

not applicable

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

- Staff interact well with the children, spending time talking and playing with them. They help children to feel settled and secure through sensitive and appropriate interaction.
- There is a wide range of good quality resources, appropriate for the ages of children attending the creche.
- Clear policies and procedures, means staff have a good understanding of child protection issues and procedures.
- Staff have a consistent and positive approach to managing children's behaviour, which helps children to feel secure.

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

- the organisation of the session to ensure the needs of the under two's are met;
- the hygiene practices, to ensure children learn good habits;
- the documentation, to ensure times of attendance, emergency contact numbers and written consent to transport children in a vehicle are recorded.

#### **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?**

<b>The Registered Person must take the following actions by the date shown</b>		
Std	Action	Date
2	ensure conditions of registration are adhered to at all times.	18/09/2003

<b>The Registered Person should have regard to the following recommendations by the time of the next inspection</b>	
Std	Recommendation
2	ensure organisation of space and staffing meets the individual needs of children under 2 years.
7	maintain hygiene practices to ensure good hand hygiene is promoted.
14	develop documentation, to ensure times of attendance, emergency contact numbers and written consent to transport children in a vehicle is recorded.

## **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.*