



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN EY268486

### INSPECTION DETAILS

Inspection Date 18/05/2004  
Inspector Name Donna Bonner

### SETTING DETAILS

Day Care Type Full Day Care  
Setting Name Tender Care Westbury  
Setting Address 30 Westbury Road  
Croydon  
Surrey  
CR0 2ES

### REGISTERED PROVIDER DETAILS

Name Mrs Shyrose Asharia

## 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

Tender Care Westbury nursery opened in 2003. It operates from a 3 storey property in Selhurst, Croydon. Children attend from the local area. Children aged 2 to 5 years are accommodated on the ground floor and children aged 0 to 2 years are on the first floor.

There are currently 40 children from 3 years old on roll. This includes 7 funded 3 and 4 year olds. Children attend for a variety of sessions. A French teacher visits weekly. The setting currently supports 1 child with special needs and 3 who speak English as an additional language.

The group opens Monday to Friday, all year round, from 08:00 until 18:00.

Six staff work with the children. Over half the staff have early years qualifications to NVQ level 2 or 3. Three staff are currently working towards a recognised early years or management qualification. The setting receives support from the Early Years Development and Childcare Partnership (EYDCP).

The nursery is a member of The National Day Nursery Association.

### How good is the Day Care?

Tender Care Westbury nursery provides satisfactory care. There are sufficient staff who are qualified and experienced and the day is organised to meet children's needs. The premises are welcoming and organised well for different ages and children's routines, however the toilets do not ensure complete privacy for children. There is a wide range of toys and equipment which is varied, and completely accessible to children. Documentation is largely maintained in line with the National Standards.

The premises are mostly safe and staff take action to prevent accidents and regularly check children are entered on the register. The front door however, whilst secure, requires some effort to open. Records are kept on children's health and staff show some awareness of hygiene practices but this is not always promoted with children. Whilst there is evidence that staff have first aid qualifications, there is no evidence that this includes babies and young children. Meals are well planned, nutritious and encourage healthy eating habits, but not all utensils provided encourage children's independence during mealtimes. Staff are aware of their duty

to protect children in their care and liaise with other professionals.

Activities and play opportunities are planned to encourage children's development. However, when preparing for rest periods, there is not sufficient time for children to fully benefit from the variety available to them. There is a range of activities that reflect equality but few books in the nursery promote this. Staff are able to identify concerns regarding children with special needs and liaise with other professionals, but this is not consistent throughout the nursery. Strategies for managing children's behaviour are consistent and appropriate, and the children respond well.

Parents are consulted about all aspects of their child's care at the start of the placement and information is regularly shared.

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

Not Applicable.

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

- Children enjoy a wide range of toys and activities that are completely stored at their level. These offer them new experiences and encourage their development. Parents are informed of their child's development and this enables consistent care.
- Children choose from a variety of nutritious snacks which they serve themselves. They enjoy the choices available to them and the flexible and social mealtimes.

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

- the arrangements to make sure all staff complete the vetting procedure
- the arrangements to ensure children's privacy and respect
- the security of the premises
- the arrangements to promote good hygiene
- the evidence of appropriate first aid holders
- the arrangements when staff consider a child may have special needs

#### **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
1	Make sure all staff submit to the vetting procedure.
4	Make sure toilet facilities ensure children's dignity and privacy.
6	Make sure the front door does not pose a hazard.
7	Provide evidence that at least one staff member holds a current first aid (12 hour) qualification that includes babies and young children and encourage children's awareness of good hygiene practices.
10	Keep objective records where a child may have special needs to encourage development and progress and provide information for parents and other professionals.

## **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.*