



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN EY225853

INSPECTION DETAILS

Inspection Date	23/11/2004
Inspector Name	Shaheen Belai

SETTING DETAILS

Day Care Type	Full Day Care
Setting Name	Richard House Children's Hospice
Setting Address	Richard House Trust Richard House Drive Beckton London

REGISTERED PROVIDER DETAILS

Name	The Richard House Trust
------	-------------------------

ORGANISATION DETAILS

Name	The Richard House Trust
Address	Richard House Drive London E16 3RG

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

Richard House Children's Hospice is managed by Richard House Trust. It was registered in 2002. It provides care for children with life threatening or life limiting conditions.

The premises are purpose built in a residential area within the London borough of Newham. Care is provided for children living in neighbouring boroughs as well. The provision provides a main play area, under two's room, toilets, personal care area, quiet room, multi sensory area, bath/spa room, shower room, kitchen/milk room and garden area.

The day care provision is open Monday - Sunday from 08:00 to 20:00, and provides care for a maximum of 14 children.

The day care provision employs at present 18 members of staff. Seven of the staff are qualified Play and Care workers and the remaining are all qualified nursing staff. In addition a music therapist, occupational therapist and physiotherapist is employed. Additional bank nurses and play co-ordinator are employed.

How good is the Day Care?

Richard House Children's Hospice offers good quality care for children. All staff are suitably qualified. Space made available for children is organised well to allow for staff to provide activities and appropriate nursing care. A good variety of resources are available to meet individual needs. All records, policies and procedures are maintained, policies that were outstanding have now been developed.

The premises meet good standards of hygiene. All areas accessed by children meet safety requirements and the organisation takes responsibility to ensure staff carry out risk assessments. Staff have a good understanding of dietary needs and liaise carefully with parents and medical staff to provide children with the correct diets. Staff are trained to provide and carry out medical procedures. Staff trained in alternative complementary therapies will provide these as instructed by parents and with careful planning. Staff have a good understanding of equal opportunities and provide care to promote inclusion and meet individual needs. There is a clear child protection policy and local procedures have now been obtained.

Staff have developed good relationships with individual children and plan activities to

promote their development. Staff are interested in what the children do and positive encouragement is given. Children's individual special needs are of a high priority and this is taken into consideration when planning their day. Staff liaise with other agencies and other professionals to ensure that a child receives care to promote their well being. Management of behaviour is good and staff use a sensitive approach as consideration is given to individual needs.

Staff work closely with parents and value their cooperation. Good information about the provision and support to parents is shared. Both formal and non formal meetings are held regularly to update parents on their child's progress and share work plans.

What has improved since the last inspection?

The manager has maintained actions raised at the previous inspection in relation to policies, procedures and safety.

Policies and procedure have been developed to address a lost child and for sick children. Information regarding this has been shared with staff.

Vehicle insurance is now in place for staff using their own vehicles or vehicle provided by the organisation to transport children.

Local Area Child Protection Procedures have been obtained and staff made aware of these.

What is being done well?

- Staff have a good understanding of children's health conditions and provide care appropriately.
- Appointed staff work closely with each other, parents and other agencies to enable them to meet individual children's needs.
- Staff have good knowledge of children's health and learning needs. Care plans reflect children's progress, observations and daily care provided.
- The premises provide a warm, welcoming and relaxed environment. Children's privacy is given priority when providing personal care.
- Policies and procedures are reflected in the care and service provided.

What needs to be improved?

- develop links with children's schools to be aware of learning objectives which can be included in activities provided.

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.)

Not applicable

Outcome of the inspection

Good

CONDITIONS OF REGISTRATION

<i>All registered persons must comply with all conditions of registration included on his/her certificate of registration.</i>
--

<i>As a result of this inspection conditions of registration have been imposed / varied / removed and a new certificate of registration will be issued.</i>

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
3	develop links with children's schools to be aware of learning objectives which can be included in activities provided.

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.