



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 122618

INSPECTION DETAILS

Inspection Date 11/12/2003
Inspector Name Linda Close

SETTING DETAILS

Day Care Type Full Day Care
Setting Name First Steps
Setting Address 18 Albury Road
Merstham
Redhill
Surrey
RH1 3LS

REGISTERED PROVIDER DETAILS

Name Mrs Jacqui Tidey

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

First Steps Nursery is a full day care provision registered for children from birth to five years of age. The nursery is open every weekday from 08:00 to 18:00 throughout the year closing only for a week at Christmas. The nursery is accommodated in a detached Victorian property, situated in a residential road in Merstham village in Surrey. The nursery has a garden at the rear of the house for outdoor play. This area has hard and soft surfaces and a fenced area set aside for babies.

Children are cared for in four rooms on the ground floor of the building. The baby unit consists of a playroom and an adjoining sleep room with nappy change facilities. Children aged 2 to 3 years are accommodated in one room on the ground floor and a further room adjacent to it accommodates children aged 3 to 5 years. There are toilet facilities available on the ground floor. There is also a kitchen on the ground floor and all meals are prepared on the premises. The owner and five members of staff share the care of the children. Staff work different shifts to ensure that correct ratios of adults to children are maintained at all times. The owner and all members of staff hold appropriate qualifications in childcare.

How good is the Day Care?

First Steps Nursery provides a satisfactory standard of care for children. The staff are vetted and children are not left alone with non-vetted persons. Children are grouped appropriately and cared for by sufficient qualified staff. The children's rooms are clean, bright and well maintained. There is sufficient space for play and rest. A good selection of toys and resources are easily accessible to the children. Most documents are in place although some are incomplete.

Staff plan interesting activities for the children based on observations of what children can do and what they need to do next. Each child is treated with equal concern and all are warmly encouraged to take part in every activity. Staff work well with parents and outside agencies to meet individual needs. Staff and children enjoy pleasant relationships and behaviour is well managed. The children are calm, busy and well behaved.

Staff check the building for possible risks to children and take appropriate steps to keep them safe indoors. The outdoor area is not wholly suitable for children at present but there are plans in place for renovation work. There are sufficient staff

trained in first aid for babies and young children. Most aspects of hygiene are promoted well apart from children's hand towels which are not changed often enough. Suitable meals and regular drinks are provided. Staff are aware of child protection issues.

Staff and parents work in partnership to promote children's welfare and progress. Records are shared and confidentiality is maintained. However, not all of the nursery's policies are shared with parents.

What has improved since the last inspection?

The nursery has made some progress in addressing the actions made at the last inspection. Staff agreed to review and amend documentation to ensure it meets regulations. Some documentation has been reviewed and corrected but there are some amendments still to be made. and these will form part of recommendations made following this inspection.

Staff agreed to ensure that a suitable temperature is maintained throughout the nursery. At the time of inspection the rooms were kept at an acceptable temperature. Staff agreed to record accidents and any medication administered to children. These records are now kept according to regulation.

Staff agreed to store medication securely. All medication is stored out of children's reach or in the fridge in the kitchen if necessary. It was agreed that the outdoor area was not entirely suitable for children to use. This matter will be carried forward as a recommendation following this inspection because there is more work to be carried out in clearing debris from this area. The nursery owners have begun to clear and improve the outdoor area.

What is being done well?

- Behaviour management is good. Staff are firm but fair in their discussions with children. The children respond to their guidance with good grace. This contributes to children's confidence and contentment and they are developing good social skills.
- Children are cared for in an attractive environment. Staff have displayed children's art work to good advantage showing the children that their work is appreciated. This raises the children's self-esteem.
- Useful records of children's progress are compiled. These records, together with examples of children's work, assist staff in preparing suitable activities for the children. These activities help children to progress and at the same time provide a useful source of information for parents.

What needs to be improved?

- documentation and information for parents which at present have some omissions

- an aspect of hygiene relating to children's hand drying facilities
- the outdoor area which continues to be partly unsuitable for children's use.

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
6	Ensure that the garden area is safe for outdoor play.
7	Provide clean hand towels for each child daily.
14	Ensure that parents are given information about the nursery's child protection policy and contact information for Ofsted should they wish to make a complaint.
14	Expand the lost and uncollected children policy to include what action will be taken by staff in the event that a child is not collected.
14	Ensure that a policy is in place regarding what actions will be taken in the event of a complaint of neglect or abuse being made against a member of staff.

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.