



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN 254334

### INSPECTION DETAILS

Inspection Date 12/08/2003  
Inspector Name Georgina Emily Hobson Matthews

### SETTING DETAILS

Day Care Type Creche Day Care  
Setting Name Visitors Centre Creche  
Setting Address Knox Road  
Norwich  
Norfolk  
NR1 4LU

### REGISTERED PROVIDER DETAILS

Name U/A

### ORGANISATION DETAILS

Name U/A  
Address u/a  
u/a

## 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 Visitors Centre Creche is run by the Ormiston Trust, which is a registered charity. It offers fun, together with safe and secure indoor and outdoor play areas, which are well-equipped with activities to stimulate all areas of a child's development. The service is provided free of charge to the children of families visiting the prison. A key role is to support the whole family whilst providing specifically for the needs of the children.

The creche is run on a drop in basis and is open on Monday, Wednesday, Friday and Saturday from 13:00 to 16:30 and on Sunday from 09:15 to 12.00 and 13:00 to 16:30. Supervisory staff are supported by a team of well trained and experienced volunteers and ratios and activities are adapted to accommodate children with special needs. A pick up service is offered from the prison to enable the children to visit the prison and return to the Creche providing flexibility for the parent/carer.

### How good is the Day Care?

The Visitor's Centre Creche provides good care for children. Staff and volunteers undergo a thorough induction training to ensure that parent's wishes and children's individual needs are met. The facility is brightly painted and decorated with posters and examples of the children's work. A range of stimulating resources which cover all areas of development, and have regard to anti-discriminatory good practice, are available for the children to explore in their own time. Documentation is well ordered and confidentiality is maintained.

The setting is safe and secure, staff carry out ongoing risk assessments and adapt activities

to suit individual children's needs. Staff are very aware of their responsibilities with regard to the welfare, safety and protection of the children, they implement good hygiene procedures and have regard to child protection issues.

Children are happy and at ease in the creche and interact well with staff and other children.

Behaviour is managed using positive strategies and staff provide a gentle, caring environment.

Staff liase with parent/carers when the children arrive at each session and valuable

information regarding the care of children and visits within the prison is posted on the notice board.

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

Since last year's inspection a telephone line has been installed within the creche. This will enable staff to call for assistance from outside the centre and improve the safety of the children and staff.

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

- Staff interact well with the children, showing an interest in their ideas and encouraging them to explore the range of activities.
- Staff adapt to meet parent's differing needs and create a friendly, welcoming environment.
- Observation sheets are shared with parent/carer to plan for children's individual needs at future visits.

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

- the recording of attendance of volunteers and visitors;
- parents' accessibility to the name, address and telephone number of the regulator;
- children's ability to select additional equipment unaided.

#### **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
2	ensure that a record of volunteers and visitors is maintained

4	ensure children are able to select additional equipment unaided
12	include the name, address and phone number of the regulator within the Creche's complaints policy

## **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.*