



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN EY281026

INSPECTION DETAILS

Inspection Date	19/11/2004
Inspector Name	Glynis Pratchett

SETTING DETAILS

Day Care Type	Full Day Care
Setting Name	Alexandra House
Setting Address	20 Crownhill Fort Road Plymouth Devon PL6 5BX

REGISTERED PROVIDER DETAILS

Name	Alexandra House 202922
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ORGANISATION DETAILS

Name	Alexandra House
Address	20 Crownhill Fort Road Plymouth Devon PL6 5BX

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

Alexandra House is a charity run organisation operating from purpose built premises to the north of the centre of Plymouth. Service provision includes full day care and overnight care.

The centre originally opened to support service families, but day care provision is now available to all families in the local area. Alexandra House is open for 51 weeks a year. The day care service is open from 08.00 to 16.30, with families able to use the facility for full or half day sessions. The overnight care is available for emergency respite care during the week and for planned placements at the weekend.

There are currently 30 children aged from 6 months to under 3 years on roll. Service families from the entire west of the country can access the respite, emergency overnight care and full day care facilities.

There are seven equivalent full time staff working in the day care setting, with a rota of four staff on duty at all times. Sleeping in staff cover the overnight care provision. All staff have a level two qualification in childcare, with most staff qualified to level three. Managers are additional to the staff ratio.

How good is the Day Care?

Alexandra House provides good quality care for children.

Staff are well qualified and there are good staffing ratios. Staff are very committed to on-going training, particularly the 'Birth to Three Matters' programme. They work very well as a team and seamlessly support each other, ensuring children are well cared for. The operational plan is comprehensive and works well in practice. The setting is well organised and staff strive to provide a stimulating environment. The dedicated baby room is homely and cosy. Children have access to an adequate range of toys and resources. All the necessary documentation is in place.

Children are cared for in a safe environment. Staff actively promote good health and safety precautions. Excellent risk assessments and procedures ensure children are kept safe within the setting. Staff promote good health and hygiene practices with children and procedures for administering medication are very good. Children are provided with regular drinks and food, and snacks are healthy and nutritious. Staff actively promote equality of opportunity and they effectively support children with

special needs. Staff have a good understanding of child protection procedures.

Staff plan a wide range of activities for children based on the 'Birth to Three Matters' programme. Children enjoy their play and they are very well supported by the staff who know them very well. Staff have very good relationships with the children and they sensitively manage children's behaviour. Children are happy, settled and play well together.

The partnership with parents is very good. Staff encourage parents to stay and settle their children into the setting. All children have a home book, ensuring parents are fully aware of their child's care and welfare needs and their achievements. However, parents are not fully aware of the setting's policies and procedures.

What has improved since the last inspection?

Not applicable.

What is being done well?

- A good staff induction programme ensures all staff are aware of their roles and responsibilities.
- Staff play very well with the children, extending their learning through play. They talk and listen to children and effectively encourage them to relate to each other.
- Staff effectively plan children's play around a national framework. Weekly plans are available for parents, and children and babies have their own assessment files where their progress is very well documented.
- Staff are skilled at identifying children with special needs and they are proactive in ensuring appropriate action is taken while working alongside parents and others.
- Staff have very good relationships with the children. A warm and homely atmosphere is created by the staff and children are very settled and confident.
- Babies enjoy good one-to-one support and staff ensure all aspects of their play are well planned and cover all areas of their development.

An aspect of outstanding practice:

The setting has an excellent risk assessment system that is regularly reviewed. Staff are vigilant about children's safety and they are very aware of their responsibilities. The fire procedures are very good and there are weekly fire checks.(Standard 6)

What needs to be improved?

- the toys and resources used by the children
- parents' awareness of the setting's policies and procedures

- the heating arrangements in the conservatory.

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.)

There are no complaints to report.

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
5	Provide a suitable range of toys, in order to meet the developmental needs of younger children.
12	Ensure parents are fully aware of all the relevant policies and procedures.

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.