



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN EY277937

### INSPECTION DETAILS

Inspection Date 01/03/2005  
Inspector Name Christine Holmes

### SETTING DETAILS

Day Care Type Full Day Care  
Setting Name Buffer Bear at The Queen's Hospital Day Nursery  
Setting Address Burton Hospitals NHS Trust  
Belvedere Road  
Burton-on-Trent  
Staffordshire  
DE13 0RB

### REGISTERED PROVIDER DETAILS

Name Buffer Bear Ltd. 2893177

### ORGANISATION DETAILS

Name Buffer Bear Ltd.  
Address The Hospitium  
Valpy Street  
Reading  
Berkshire  
RG1 1AR

## 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

Queens Hospital Day Nursery is one of a chain of nurseries run by Buffer Bear Limited. It opened in 2004 and operates from purpose built premises. It is situated within the grounds of Queens Hospital, Burton-on-Trent. A maximum of 58 children may attend the nursery at any one time. The nursery is open each weekday from 06:45 to 19:15 all year round. All children share access to a secure enclosed outdoor play area.

There are currently 50 children aged from 6 months to 4 years on roll. Of these seven receive funding for nursery education. Children come from a wide catchment area, as their parents are employees of the hospital. The nursery currently supports a number of children who speak English as an additional language and have arrangements in place to support children with special educational needs.

The nursery employs 11 staff who work with the children. All staff hold appropriate early years qualifications.

### How good is the Day Care?

Queens Hospital Day Nursery provides satisfactory care for children. It offers very welcoming premises and there is an excellent range of resources to meet children's differing needs. Staff and space are not always used effectively. At times this has a significant impact on the quality of children's care and play. There is a keyworker system in place to ensure each child has a named person who is responsible for co-ordinating information about their needs and development, but this is not yet fully effective to ensure all children's needs are identified and met.

Staff adopt impeccable hygiene practices to prevent the spread of infection and children learn about personal hygiene. There is a comprehensive written risk assessment carried out regularly on the premises to ensure the safety of the children. Clear arrangements are in place to deal with child protection issues. Healthy eating is given high priority and promoted very well, children's individual dietary needs and parental wishes are met well. A suitable equal opportunities policy is in place, however not all children's records contain enough information to enable appropriate care to be given.

Activities provided are varied and interesting. There is a good balance of adult-led and child-initiated activities and children's independence is mostly encouraged in

their selection of activities. Staff are beginning to use developmental records to inform their planning.

Parents are kept very well informed about the nursery, its policies and activities. They receive daily information about the care their child has received and the activities they have been involved in. There are good arrangements in place to encouraged to play an active part in the nursery.

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

Not applicable

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

- There is an excellent range of resources to meet all the children's needs. The purpose built building provides a light airy welcoming environment for children and parents.
- Activities promote children's learning in all areas. Children interact and play well together, showing interest and enjoyment in the activities provided.
- Care in baby room is very good. Staff build warm relationships with the babies. They work well in partnership with parents and give very good attention to meeting babies' individual needs and provide a range of activities that stimulates the babies' senses.
- Parents are encouraged to become actively involved in the life of the nursery. Parents can become parent representatives who take part in nursery management meetings and complete a parents pitch in the regular newsletter.
- Staff adopt impeccable hygiene practices to prevent the spread of infection and children learn about personal hygiene.

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

- the organisation of space and staff
- the keyworker system.

#### **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**

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 must take the following actions by the date shown

Std	Action	Date
2	Provide an action plan demonstrating how space and staff will be organised to improve the quality of care and play during dinner and sleep times.	10/03/2005
2	Provide an action plan detailing how the keyworker system will be improved to ensure all children's needs are identified.	10/03/2005

## **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.*