



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 136106

INSPECTION DETAILS

Inspection Date 18/11/2004
Inspector Name Margaret Ring

SETTING DETAILS

Day Care Type Creche Day Care
Setting Name Time Zone Kidz Crèche
Setting Address The Mall
Cribbs Causeway
Bristol
BS34 5UR

REGISTERED PROVIDER DETAILS

Name Premier Creche Services 3355422

ORGANISATION DETAILS

Name Premier Creche Services
Address Gains Lodge East
Gains Avenue, Bicton Heath
Shrewsbury
Shropshire
SY3 5AN

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

Time Zone Crèche, one of a number of crèches in the country run by Premier Crèche Services, was registered in 1998. It operates in the Mall Shopping Centre in Cribbs Causeway. Children have use of a soft play area and a playroom. A maximum of 36 children may attend in these rooms; of these, there may be no more than 12 children aged 2 to 3 years. The registration allows for the care of a maximum of 60 children when the Play and Stay/ Party room is also used as a crèche play room.

The provision offers care for a period from 30 minutes to 2 hours for children between the ages of 2 and 9 years while their parents shop in the Mall. The Crèche is open during the Mall shopping hours 7 days per week.

The crèche supports the care of children with special needs. Places for children with special needs and for 2-year old children may be booked in advance.

The crèche employs 20 staff, who work different shifts. Ten of the staff, including the joint managers, hold an appropriate early years qualification.

How good is the Day Care?

Time Zone Crèche provides a satisfactory standard of care for children. Staff provide a warm and welcoming environment. The premises is reasonably well maintained, but some areas require further attention. The group is well organised and has sound recruitment and vetting procedures. There is effective induction for new staff and regular appraisals. The practice in the crèche is guided by a range of clear and comprehensive policies and procedures. All areas are well used by children, with staff appropriately deployed. There is a range of suitable toys and resources, but they are not all in the best condition or well presented.

Staff have a sound understanding of their responsibility to keep children safe and promote the health and welfare of children. There are comprehensive health, safety and security policies and procedures. Risk assessments are periodically undertaken and staff supervise children well. Fire drills are regularly undertaken, in line with the clear fire evacuation procedures. Staff demonstrate knowledge and understanding of procedures.

Children are offered soft play and a variety of activities appropriate to the setting.

Staff are friendly and approachable. They balance allowing children freedom to choose and providing guidance. Staff take steps to meet the needs of all the age groups and are attentive to the individual needs of children. The group positively promotes the inclusion of children with special needs. Children are given praise and positive encouragement. They are encouraged to play safely.

Staff are open and welcoming to parents. There is a notice board for parents and a leaflet, giving them some information about the crèche. When booking in their children they are invited to give staff comprehensive information about their children, so that children's needs can be fully met. There is a strong emphasis on providing the best possible service to parents.

What has improved since the last inspection?

At the last inspection the Crèche agreed to: devise and implement a system to record any incident of physical restraint; and ensure that the child protection statement includes a provision for dealing with suspicions of abuse by a member of staff.

There is an incident book to record a range of incidents, including any incidents of physical restraint. The child protection statement was revised in July 2003. It is included in the staff training manual.

What is being done well?

- There is a relaxed and friendly atmosphere with a focus on children having fun.
- Staff relate well to children. They help those children new to the crèche to settle, and foster positive relationships with children who attend on a regular basis.
- Staff show a good understanding of the policies and procedures, especially with regard to the safety and security of children.
- Staff respond sensitively and positively to children with special needs. Parents appreciate the care given.
- Good behaviour is valued and encouraged.
- Staff work well with parents to ensure that there is an appropriate exchange of information, to effectively promote continuity of care for children.

What needs to be improved?

- the maintenance of some areas of the premises
- the presentation and condition of some of the toys and resources
- information available to parents about the policies.

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.)

Since April 2004 there have been no complaints about this provider.

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
4	Make sure that all areas of the premises are maintained in a suitable state of cleanliness, repair and decoration.
5	Make sure that all the toys and resources are in good condition and well presented.
12	Make sure that the information leaflet informs parents about all the policies available and ensure that the address and telephone number of the regulator is included in the complaints procedure.

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.