



Office for Standards  
in Education

## DAY CARE INSPECTION REPORT

URN 501030

### INSPECTION DETAILS

Inspection Date 18/08/2003  
Inspector Name Karen Cockings

### SETTING DETAILS

Day Care Type Sessional Day Care  
Setting Name Phoenix House Family Centre  
Setting Address 29-31 Collegiate Crescent  
Sheffield  
South Yorkshire  
S10 2BJ

### REGISTERED PROVIDER DETAILS

Name Phoenix House Family Services

### ORGANISATION DETAILS

Name Phoenix House Family Services  
Address 29-31 Collegiate Crescent  
Sheffield  
South Yorkshire  
S10 2BJ

## 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

Phoenix House Nursery has been registered since 2001. It operates from Phoenix House which is a large, detached house standing in its own grounds, situated close to the centre of Sheffield. Phoenix House is a registered charity providing rehabilitation for parents with problems of substance misuse. The nursery specifically supports parents living at the centre and undergoing a therapeutic programme which lasts usually six months.

The nursery premises are in a self-contained unit on the ground floor of the main building. There is a playroom, soft play room with ball pool and an additional room for the very young children. The nursery has its own enclosed outdoor play area.

The setting is registered to provide full day care for children aged between nought and ten years but currently offers two, two hour sessions each weekday between 10:00 and 12:00 and 13:00 to 15:00. A team of three qualified and experienced staff work with the children. There is access to additional support from qualified staff employed at Phoenix House when necessary.

### How good is the Day Care?

Phoenix House Nursery provides good quality care for children. The setting is very well organised and offers a comfortable and welcoming environment with good provision made for children of different ages to play and learn new skills. The good use of space and the grouping of children enable children's needs to be met effectively, helping them to feel secure and supporting their growing independence. The qualified and experienced staff team work well together, liaising closely with other staff within the centre to provide appropriate support for the children. Clear policies, procedures and recording systems are implemented effectively although some paperwork requires additional detail.

The safety and welfare of the children is given high priority. Staff supervise children carefully and ensure that appropriate measures are taken to maintain a safe environment for the children. They conscientiously follow hygiene procedures and encourage children to learn safe practice. There is a clear understanding with regard to child protection and a strong commitment within the organisation to training and development in this area.

The children are able to enjoy a wide variety of resources and activities which are

well planned and take into account the children's stages of development, interests and abilities. Good provision is made for the younger children who have their own separate space and facilities. Staff work sensitively with children to encourage good behaviour. Effective measures are taken to ensure that all children are included and their needs met.

Relationships with parents are good. Staff take advantage of opportunities to talk to parents on arrival and collection. They give advice and support if needed and ensure that parents are well informed about the nursery and their children's progress.

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

At the last inspection, the provider agreed to ensure that managers were suitably qualified and experienced and that Ofsted was informed of all staff working in the nursery. It was also agreed that records would be kept of use of asthma inhalers and that a separate accident/incident book would be provided for the nursery. A staff register was to be maintained. It was agreed that the new baby room would be suitably equipped to meet the needs of very young children and that the walls in the soft play area would be covered to prevent injury to children. Nursery managers hold relevant qualifications and the provider has kept Ofsted informed of changes in staffing. The nursery now has its own accident and medication record keeping systems and a staff register is maintained. The baby room has been well equipped with suitable furniture and play materials and the walls of the soft play area are covered with a washable, padded surface.

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

- The support given to the children is very good, helping them to develop confidence and learn new skills. Staff talk to children during play and everyday routines and use language very well to encourage and extend children's learning.
- The range of resources provides children with a wide variety of experiences. They are able to enjoy different types of play at each session and all have opportunities to access the soft play area.
- Good provision is made for babies. Staff give careful attention to meeting babies' individual needs for sleeping and eating. They observe and plan activities well, providing good information to parents about how babies' learning and development are supported.
- Children's individual needs are effectively met and efforts made to include all children. Toys, books and posters show positive images of children from different cultures and staff consider ways in which activities can be adapted to enable children with special needs to participate.
- The careful attention given to children's safety both inside the nursery and outdoors.

**What needs to be improved?**

- the procedures for lost and uncollected children and for advising parents about the role of Ofsted where a concern or complaint is raised;
- the arrangements for providing a written statement about how the nursery works with children who have special needs.

**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	amend procedures for lost children to include steps to be taken if children are not collected
10	devise and make available to parents, a written statement on special needs which is consistent with current legislation and guidance and ensure that this is understood and implemented by all staff
12	ensure that parents have information about how they can make a complaint and make them aware of the regulatory role of Ofsted
2	ensure that staff and parents are fully aware of when nursery staff take responsibility for the care of children

## **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.*