



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 152880

INSPECTION DETAILS

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| Inspection Date | 18/05/2004 |
| Inspector Name | Christine Coleman |

SETTING DETAILS

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| Day Care Type | Creche Day Care |
| Setting Name | The World of Children Playcare Centre |
| Setting Address | 2nd Floor The Bentall Centre Kingston-upon-Thames Surrey KT1 1TP |

REGISTERED PROVIDER DETAILS

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| Name | Mrs Susan Dorothy Thomas |
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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 World of Children Playcare Centre opened in 1989. It is situated on the second floor of a shopping centre and operates from one playroom with adjoining toilet facilities.

The Crèche offers care for children aged one to eight years whose parents are shopping, and children attend for a maximum of four hours subject to places being available. Children between the ages of 1-2 years have to have their places pre-booked, and the crèche restricts the intake of this age group to a maximum of 5 children at any one time. Children of this age can only attend for a maximum of 2 hours and not across the lunchtime period of 12-2pm. The Creche can provide for children with special needs and who speak English as an additional language.

The Creche is open from 09:30 to 17:30 Monday to Saturday and 11:00 to 16:00 on Sundays throughout the year.

Seven part-time and full-time staff work with the children, with a minimum of two staff present and at least half of the staff having early years qualifications.

How good is the Day Care?

The World of Children Playcare Centre provides satisfactory care for children.

The creche is well-organised with a good ratio of staff to children. Some play activities are planned and there is a variety of play opportunities. A proportion of the staff are trained and experienced in child care. Most of the written policies and procedures which underpin the day to day running are in place.

The creche operates from a large playroom which provides a bright and welcoming environment. There are adjoining toilet facilities. Food is not allowed in the creche and water is available for drinks, with an exception being made for young children settling in who may be allowed to drink milk provided by the parent. There are suitable storage facilities in the office for any baby milk. The creche provides a safe environment for children with attention given to emergency evacuation. The individual needs of children are attended to, and any concerns about their welfare are shared with parents.

The creche has a wide range of play resources and equipment, including some items reflecting positive images of diversity. Behaviour is managed well using

appropriate methods.

The creche works in partnership with parents encouraging their co-operation in making checks on children who attend for more than two hours. Verbal feedback is given on collection.

What has improved since the last inspection?

At the last inspection a number of written policies and records were identified for improvement which included the administration of medication, the complaints procedure, and behaviour management. These policies are available for parents to see. Still outstanding are written policies for sick children and a written statement about special needs. Daily records are now retained for a minimum of two years.

Staff knowledge about child protection procedures has been up-dated by obtaining a copy of the current guidance. Three staff members have also undertaken First Aid Training so that there is at least one member of staff on site who is qualified.

The provider is now careful to ensure that staff ratios are maintained at all times as required by Ofsted standards.

There is now warm water available for children's handwashing in the toilets to maintain hygiene standards.

What is being done well?

- The World of Children Playcare Centre provides a wide range of play activities in a bright and welcoming environment. There are good play resources and equipment with suitable items made accessible to children.
- The creche promotes equal opportunities and attends to children's individual needs.
- The creche staff use appropriate methods of behaviour management.

What needs to be improved?

- written policies.
- advice and training for some prescription medication.

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 |
|-----|---|
| 2 | Ensure that all staff are aware of written procedures for lost or uncollected children that include checking both inside and outside the Bentalls Centre. |
| 7 | Seek advice from a qualified health professional about the administration of any prescription medicines which require technical/medical knowledge. |
| 7 | Devise a written policy for sick children. |
| 10 | Devise a written statement on special needs which is available to parents |

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.