

<b>Inspection date</b>	18 August 2016
Previous inspection date	3 June 2013

<b>The quality and standards of the early years provision</b>	<b>This inspection:</b>	<b>Met</b>	
	Previous inspection:	Good	2

## Summary of key findings for parents

### The provision meets requirements

- The management team strives to ensure that all children are provided with the highest quality of care and education. Staff are well qualified and passionate about the importance of valuing and celebrating every child's uniqueness. Their strong and productive partnerships with parents and health professionals help them support each child to fulfil their potential.
- There are very well-organised systems for safer recruitment, induction and supervision of staff. New staff complete a six month programme of specialist training. Beyond induction there are many opportunities for staff to extend their knowledge, understanding and skills. All staff complete training in promoting positive behaviour.
- Staff demonstrate an excellent understanding of the importance of ensuring that settling-in practices reflect the individual needs of children and their families. Relationships with schools are well established and communication systems are highly effective. This helps staff to complement and extend children's learning experiences elsewhere.
- Staff explain how they meet children's needs and provide a developmentally appropriate indoor and outdoor environment. A wide range of attractively presented and inviting, high-quality resources, toys, equipment and tools is available for children to use. Staff-to-child ratios are kept high and planned activities follow children's interests and promote their next steps in learning.
- Staff demonstrate a deep understanding of their role in safeguarding children, including what to do if they have concerns about a child's welfare or development. A wide range of robust policies and procedures promotes safety in the setting. These are regularly reviewed to meet requirements and in response to children's changing needs. Risk assessments are completed for each child.
- The managers actively encourage the whole staff team to be reflective and evaluative practitioners. They also value and act upon the views of children and parents, as part of their continuous improvement practice.
- Staff understand the importance of helping children to live healthy lifestyles. They provide nutritious snacks and ensure that children have regular exercise and fresh air outdoors. Staff take children on many outings to local attractions and facilities, such as the beach, garden centre and swimming pool.

There were no children present when this inspection took place. The findings in this report are based on evidence gathered from discussions with those who care for the children and an inspection of the premises, equipment and relevant documentation. Where there are no children present, no judgement is made on the quality of the early years provision as there is no reliable evidence on which to assess its impact on children. The report states whether the provider continues to meet the requirements of registration.

### **Inspection activities**

- The inspector was given a tour of the setting.
- The inspector spoke to the management team during the inspection.
- The inspector discussed how the staff team meets the requirements of the early years foundation stage.
- The inspector viewed a range of documentation, including health and safety policies and procedures, risk assessments, children's records, accident and medication records, qualifications and suitability checks.
- The inspector took into account the views of parents.

### **Inspector**

Julia Matthew

## Setting details

<b>Unique reference number</b>	EY414362
<b>Local authority</b>	Cumbria
<b>Inspection number</b>	1065568
<b>Type of provision</b>	Full-time provision
<b>Day care type</b>	Childcare - Non-Domestic
<b>Registers</b>	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
<b>Age range of children</b>	3 - 18
<b>Total number of places</b>	9
<b>Number of children on roll</b>	74
<b>Name of registered person</b>	West Cumbria Care and Support
<b>Registered person unique reference number</b>	RP904974
<b>Date of previous inspection</b>	3 June 2013
<b>Telephone number</b>	0190067777

West House was registered in 2011 and is situated within the Strawberry How Business Centre, Cockermouth. The setting is one of a number of community support services provided by the voluntary organisation, West House. There are 21 members of staff, of these, 17 staff have appropriate early years qualifications at level 3 and one has a degree in working with children and families. The setting operates from 9am to 9pm, seven days a week, except for bank holidays and a Christmas break. The service is for children who have special educational needs or disability. The setting also supports children who speak English as an additional language.

This inspection was carried out by Ofsted under sections 49 and 50 of the Childcare Act 2006 on the quality and standards of provision that is registered on the Early Years Register. The registered person must ensure that this provision complies with the statutory framework for children's learning, development and care, known as the early years foundation stage.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Complaints procedure: raising concerns and making complaints about Ofsted', which is available from Ofsted's website: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted). If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence/](http://www.nationalarchives.gov.uk/doc/open-government-licence/), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.ofsted.gov.uk/resources/120354](http://www.ofsted.gov.uk/resources/120354).

Interested in our work? You can subscribe to our website for news, information and updates at [www.ofsted.gov.uk/user](http://www.ofsted.gov.uk/user).

Piccadilly Gate  
Store St  
Manchester  
M1 2WD

T: 0300 123 4234  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

© Crown copyright 2016

