



# Sunderland Women's Centre Creche

Inspection report for early years provision

<b>Unique Reference Number</b>	318638
<b>Inspection date</b>	09 June 2006
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<b>Registered person</b>	Sunderland Women's Centre
<b>Type of inspection</b>	Childcare
<b>Type of care</b>	Crèche

## ABOUT THIS INSPECTION

The purpose of this inspection is to assure government, parents and the public of the quality of childcare and, if applicable, of nursery education. The inspection was carried out under Part XA Children Act 1989 as introduced by the Care Standards Act 2000 and, where nursery education is provided, under Schedule 26 of the School Standards and Framework Act 1998.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004; the National Standards for under 8s day care and childminding; and, where nursery education is provided, the *Curriculum guidance for the foundation stage*.

The report includes information on any complaints about the childcare provision which Ofsted has received since the last inspection or registration or 1 April 2004 whichever is the later.

### The key inspection judgements and what they mean

*Outstanding: this aspect of the provision is of exceptionally high quality*

*Good: this aspect of the provision is strong*

*Satisfactory: this aspect of the provision is sound*

*Inadequate: this aspect of the provision is not good enough*

For more information about early years inspections, please see the booklet *Are you ready for your inspection?* which is available from Ofsted's website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

## THE QUALITY AND STANDARDS OF THE CARE

On the basis of the evidence collected on this inspection:

The quality and standards of the care are satisfactory. The registered person meets the National Standards for under 8s day care and childminding.

### WHAT SORT OF SETTING IS IT?

Sunderland Women's Centre Crèche opened in 1995 and operates from one playroom and associated facilities within the Sunderland Women's Centre. It is situated in the Sunderland city centre and serves parents wishing to attend a variety of courses within the Women's Centre. A maximum of nine children may attend the crèche at any one time. Crèche sessions are available each week day, during term time, from 10.00 until 12.00 and 13.00 until 15.00. The crèche is provided as and when necessary to accommodate the childcare needs of the centre users.

There are currently 25 children aged from nine weeks to under five years-old on roll.

The crèche currently supports a number of children who speak English as an additional language.

The crèche employs four members of staff. Of these, all hold an early years qualification. One member of staff is currently actively seeking access to a level 3 child care training course.

## **THE EFFECTIVENESS OF THE PROVISION**

### **Helping children to be healthy**

The provision is satisfactory.

The crèche facilities are clean and well maintained. Relevant policies, such as the procedure to follow in the event of an accident or regarding a sick child are well understood by staff. These procedures are implemented accordingly to promote children's good health. Staff present themselves as positive role models to reinforce good practice. For example, they encourage children to adopt good personal hygiene practices, as suitable to their age and ability, such as hand washing after visiting the toilet. This helps children to preserve their own well-being. Staff do not change nappies. Appropriate nappy changing facilities are provided for use by parents, who remain on site whilst the crèche is in session. Two staff hold a valid first aid certificate and suitable first aid equipment is readily available.

Whilst in the crèche children are offered drinks at frequent intervals, and a light snack of fresh fruit and biscuits. Snack times are a social occasion, during which staff promote social skills and good table manners. Parents of babies needing formula milk feeds usually provide these ready prepared for staff. Any individual dietary needs a child may have are discussed with the child's parents. Children are able to rest and feed according to their individual needs. Staff work in harmony with parents to ensure their wishes are adhered to, and that such needs are met.

Children do not have access to an enclosed outdoor play area. Staff take children on occasional outings and provide regular indoor physical play opportunities to compensate for this. The children particularly enjoy playing together as a group with a large parachute. A suitable selection of equipment is provided to support children's physical development and to enhance their physical well-being.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is satisfactory.

Staff show a good enough awareness of safety procedures, which they implement well to help keep children safe. For example, they understand the need to screen visitors and supervise them closely. They understand the action to be taken regarding an uncollected or lost child. The playroom doors are secured appropriately and staff routinely identify anyone wishing to gain entry before allowing them access. Staff visually risk assess the playroom and any resources or equipment to be used prior to children's arrival. They are vigilant and respond well to potential risks, for example by ensuring floors are kept free of tripping hazards. Staff complete a written

risk assessment of the crèche playroom, equipment and resources every two months. Fire exits are kept clear and suitable fire fighting equipment is provided. Fire drills are carried out each term and a record kept in the main office. Staff are familiar with the evacuation procedure.

Staff supervise children closely. Consequently, children are able to move freely and confidently around the playroom within the constraints of safety. Children are beginning to show an emerging awareness of the crèche ground rules. Staff give children simple explanations of such rules and they respond well. This helps children to gain an awareness of the need to help preserve their own safety and that of others. Staff have a sufficient understanding of child protection, and two have completed relevant training. The premises are well maintained and toys and furniture are clean and in good order. Appropriate safety equipment is provided. This helps to ensure the continued suitability of the premises and resources, so as to protect children from harm.

### **Helping children achieve well and enjoy what they do**

The provision is good.

Staff build very close relationships with the children and create a pleasant, welcoming environment within the crèche. Children enter the playroom happily. They are very relaxed and contented in the company of their carers, and interact very well with their peers. Staff are well aware of children's individual needs and respond accordingly. They know children's personal preferences and dislikes. For example, they know children's favourite storybooks, toys and activities. Children interact very warmly with staff and communicate their needs readily according to their age and ability. They are eager to take part in activities, and enjoy the time spent in the crèche. They benefit from the positive interaction with the staff, who give lots of support and encouragement.

Staff extend children's play and learning well through the good use of open ended questions. They introduce and reinforce concepts such as colour, shape and number through enjoyable play activities and conversation. A suitable range of age appropriate activities and play opportunities are provided and made readily accessible through child friendly storage systems. This enables the children to make choices and self select resources and explore with ease, and they show increasing confidence in doing so. Staff promote communication skills very well. For example, very young children and babies are actively encouraged to vocalise. They are effectively supported by staff, who give lots of eye contact and reinforce sounds and key words. All children are helped to investigate their environment and the resources provided. Play opportunities such as play-dough, musical instruments, sand and water are provided to help stimulate children's sensory development. They show pride in their own abilities, which are recognised and celebrated by staff. For example, a child's ability to name different farm animals. This is reflected in the children's positive self-image and growing self-esteem.

### **Helping children make a positive contribution**

The provision is satisfactory.

Staff acknowledge children as individuals and they settle well into the crèche. They have access to a suitable range of activities and resources, which they self-select and use with increasing confidence and purpose. Staff show a satisfactory understanding of equal opportunity. They endeavour to raise children's awareness of the wider world and to recognise diversity in a positive manner. An acceptable selection of resources and activities to promote diversity are provided. The setting has suitable arrangements to support children with disabilities, or those who speak English as an additional language. Staff show adequate knowledge in these areas.

Children are well behaved. They build close, warm relationships with staff. Staff make consistent use of appropriate behaviour management tactics, including praise to reinforce and promote good behaviour. Children are developing a positive attitude towards others, and interact well with peers and those less familiar to them. They are learning to share, take turns and negotiate.

Parents are available on site when their children are in the crèche should staff need to contact them. Some key policies and procedures are displayed in the playroom. On admission of children to the crèche, parents are given a leaflet containing some general information about the service provided, including the complaints procedure. Regular verbal feedback from staff and notice boards are used suitably well to share relevant information. Parents may access their own child's records.

## **Organisation**

The organisation is satisfactory.

The majority of the required records are in place, and are generally well organised and presented. An appropriate system of managing and recording complaints is in place. However, the Ofsted contact details given in the complaints information for both staff and parents are incorrect. This means information for staff and parents is incorrect and does not help them to safeguard children's welfare. Staff have a satisfactory understanding of policies and procedures, such as accidents and the lost or uncollected child.

Regulations have been breached. Ofsted was not immediately notified of the change of manager within the crèche and she does not hold the required qualification. This is a mandatory requirement to help ensure children's continued safety and well-being. However, generally suitable procedures are in place for the recruitment and vetting of staff. Experienced staff supervise children closely, and children benefit from the ample support, encouragement and positive interaction they receive. A suitable selection of activities and resources are provided to promote and enhance children's learning and development. Staff morale is good, they are well organised and work well together as a team. Overall the provision meets the needs of the children who attend.

## **Improvements since the last inspection**

At the time of the last inspection the provider was asked to further develop the systems in place relating to risk assessment, special needs and a sick child, and to obtain a copy of the relevant National Standards and guidance. Also to extend resources provided that help to promote diversity.

Appropriate systems are in place regarding risk assessment, special needs and a sick child. Information is accessible to parents regarding policies and procedures. Staff have access to a copy of the National Standards for reference purposes, and a satisfactory selection of resources is provided to help raise children's awareness of diversity. This helps to improve the service provided and the care given to the children.

### **Complaints since the last inspection**

There have been no complaints made to Ofsted since the time of the last inspection.

The provider is required to keep a record of complaints made by parents, which they can see on request. The complaints record may contain complaints other than those made to Ofsted.

## **THE QUALITY AND STANDARDS OF THE CARE**

On the basis of the evidence collected on this inspection:

The quality and standards of the care are satisfactory. The registered person meets the National Standards for under 8s day care and childminding.

### **WHAT MUST BE DONE TO SECURE FUTURE IMPROVEMENT?**

#### **The quality and standards of the care**

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure that the complaints information shared with parents and staff includes the correct contact details for Ofsted
- ensure that Ofsted is immediately informed of any significant changes or events
- ensure the manager gains an appropriate level 3 qualification.

Any complaints about the inspection or the report should be made following the procedures set out in the leaflet *Building better childcare: Compliments and concerns about inspectors' judgements* which is available from Ofsted's website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)