

Crossroads Crèche

Inspection report for early years provision

Unique Reference Number	311433
Inspection date	17 March 2007
Inspector	Helen Blackburn
Setting Address	Oxfield Court Day Centre, Albany Road, Dalton, Huddersfield, West Yorkshire, HD5 9UZ
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Registered person	Huddersfield Crossroad-Caring for Carers
Type of inspection	Childcare
Type of care	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.

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 good. The registered person meets the National Standards for under 8s day care and childminding.

WHAT SORT OF SETTING IS IT?

Crossroads Crèche is a registered charity and a company limited by guarantee and is managed by a voluntary committee. The group registered in 1997. It operates from rooms within Oxfield Court Day Centre in the Dalton area of Huddersfield. A maximum of 12 children may attend the crèche at any one time. The group is open each Saturday morning from 09.30 to 12.30 and alternative Saturday afternoons from 13.00 to 16.00. All children share access to a secure enclosed outdoor play area.

There are currently 25 children on roll aged up to 16 years. Children attend from a wide catchment area. The crèche provides a service for families with children with learning difficulties and disabilities.

The crèche employs 10 members of staff. Of these, six hold appropriate early years qualifications and appropriate training to work with children with learning difficulties or disability.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is good.

The children are cared for in an environment that is clean. There are good systems in place to ensure staff maintain this, such as regular cleaning routines. This contributes to minimising the risk of infection for children. The staff are fully aware of the importance of promoting good personal hygiene. They encourage and support children to wash their hands at appropriate times throughout the day. To minimise the risk of cross-infection and cross-contamination staff adopt good hygiene procedures when toileting children. In support of these practices, the group have written health and hygiene policies.

Detailed procedures and documentation are in place regarding the management of illness and administration of medications. This includes written policies and a detailed health history of the children. The group ensure that only staff with appropriate skills and training takes responsibility for administering any medicines. This ensures they do not compromise children's health. In addition, there are clear procedures outlining how to deal with emergency medical situations.

To promote children's healthy growth and development they take part in activities that encourage them to be active. A garden provides opportunities for children to access fresh air and play outdoors. Indoors there is a large open space for children to explore and be energetic. The children enjoy playing with a good range of equipment that supports their physical development. For example, children enjoy rolling and chasing after large balls and jumping in the ball pool.

Staff provide the children with a snack during the session. The staff understand the benefits of promoting healthy eating. Although, they tend to provide snacks the children are familiar with. This is generally a less nutritious option, such as cakes, biscuits or snacks children bring from home. The staff provide good support for children at snack time. For example, providing appropriate crockery to meet children's individual needs and helping any children needing assistance with feeding. Snacks incorporate any specific dietary requirements to promote children's health. Snack time is a social time for children as they all sit together to enjoy their snack.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The children are cared for in an environment which is safe, secure and maintained in good condition. The building has all the necessary specialist equipment and facilities to meet the needs of the children who use the service. The staff supervise the children well and ensure good safety precautions are in place to minimise accidents. For example, staff are vigilant in monitoring who is entering the setting; they maintain high staff ratios and regularly check the environment so that children play safely. In addition, there are detailed risk assessments records and written safety policies in place. Through consistent routines and good support from staff, the children develop an understanding of keeping safe. For example, children take part in evacuation practises so that they become familiar with what to do in an emergency. They explore their environment and under the close supervision of staff, they develop an understanding of risk and about making safe choices. For instance, staff reinforce to children how to handle scissors safely or the dangers of touching electrical equipment.

There is a wide range of play resources available to meet children's developmental needs. These are in good condition and safe for the children to use. Staff organise the resources and activities at low-level so that children can access them in a safe manner.

The staff have a good understanding of child protection issues and this enables them to effectively protect children from harm. The staff induction involves all staff reading the group's child protection documentation. This ensures they are aware of their responsibilities in safeguarding children. In addition, the staff increase their knowledge and understanding through accessing training. The staff are aware of the Local Safeguarding Children Board guidelines and their policy reflects this. Through effective recruitment and vetting systems, based around the local authority and primary care trust procedures, the group ensure staff are suitable to care for children.

Helping children achieve well and enjoy what they do

The provision is good.

The friendly approach of the staff ensures the children are cared for in a welcoming and relaxing atmosphere. This results in children being very happy and settled. There are a number of bright interactive activities displayed on the walls, such as textured panels for children to explore. This contributes to the welcoming feel.

There are good relationships between the staff and the children. High staff ratios contribute to staff effectively being involved in children's play. Staff use their time to interact with the children and to support them to do the activities they enjoy. This contributes to building up secure and trusting relationships with children. Staff observe what children do and maintain a brief record that provides an overview of the child's time at the group.

The staff know the children really well and they use this knowledge when planning activities for them. The staff fully understand the needs of the children and the importance of providing continuity and familiarity for them. To effectively manage this, staff provide activities the children enjoy and feel comfortable taking part. For example, the children repeatedly enjoy cutting and ripping paper and watching it fall as they throw it into the air. Other children enjoy watching familiar programmes on the television or relaxing in the sensory area. Staff plan each session based around the individual needs of the children attending. They introduce new ideas gradually so that children remain settled.

Helping children make a positive contribution

The provision is good.

The children behave in an appropriate manner and staff are very experienced at working with children with behavioural difficulties. The staff encourage and reinforce children's positive behaviour through praise. Consistent and established routines provide reassurance and security for children. Staff deal with minor disagreements using a calm approach. For example, they explain to children, both verbally and visually using sign language why certain behaviour is unacceptable.

All children attending the group have learning difficulties or disabilities. The staff have a secure knowledge and understanding of meeting the needs of all children in their care. The staff value and acknowledge children's individuality. This contributes to children feeling good about themselves, raising children's confidence and self-esteem. The staff are sensitive to children's care needs, such as toileting. They manage this well and ensure they maintain children's privacy

and dignity. Staff training, detailed policies and documentation kept on the children supports staff in effectively meeting children's needs.

There are good relationships between the staff and parents. They work successfully together to promote the welfare of the children. They regularly share and exchange information to ensure everyone involved in the child's care is fully informed. The service not only provides care for children, but also fully respects and supports the needs of parents and carers. Comments from parents are positive; they especially appreciate and value the respite the service offers for them and their children. Written policies and procedures provide the parents with detailed information regarding the service in place for their children. However, the complaints procedure and complaints records lack some up to date detail.

Organisation

The organisation is good.

The staff work very well together. They are organised and make excellent use of their time to promote the welfare of children. The staff are skilled and experienced and they fully support each other in their work. Through effective staff deployment and high staff ratios, staff ensure they competently meet children's medical, physical and care needs. Children feel secure and settled due to the established routines and continuity of care provided.

Concise documents are in place to meet regulation requirements. This supports the safe management of the setting and promotes children's welfare. For example, records relating to the children are detailed and accurate. The policies and procedures provide sufficient detail to outline the service provided for children. The documents are organised to enable easy access to relevant information, whilst maintaining confidentiality.

Management and staff are committed to developing the service provided for children and their families. Staff attend a wide range of training courses to ensure they have the skills and experience to do their job. Through staff appraisals, management support staff development. Clear induction programmes ensure all staff are aware of what is expected of them and the service in place for children. Overall, the provision meets the needs of the range of the children for whom it provides.

Improvements since the last inspection

At the last inspection, the provider agreed to develop children's self-help skills at mealtimes, improve provision for creative play and review medication records. The group provide good opportunities for children to feed themselves at snack time, whilst being sensitive to individual children's abilities. Creative activities have steadily been introduced into the group to provide children opportunities to be creative. Staff ensure when introducing new activities, they respect that children need to feel comfortable and secure with new experiences. Detailed documentation is in place concerning children's medical needs to ensure their health needs are fully supported.

Complaints since the last inspection

Since 1 April 2004 there have been no complaints made to Ofsted that required the provider or Ofsted to take any action in order to meet the National Standards.

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 good. 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):

- improve the range of snacks provided to incorporate healthy and nutritious options to promote children's healthy growth and development
- ensure the complaints procedure and complaints record contain up to date information.

Any complaints about the inspection or the report should be made following the procedures set out in the leaflet *Complaints about Ofsted Early Years: concerns or complaints about Ofsted's role in regulating and inspecting childcare and early education (HMI ref no 2599)* which is available from Ofsted's website: www.ofsted.gov.uk