



Castle Royle Creche

Inspection report for early years provision

Unique Reference Number	148600
Inspection date	01 September 2006
Inspector	Anne Jeanette Faithfull
Setting Address	Castle Royle Golf & Country Club, Bath Road, Knowl Hill, Reading, Berkshire, RG10 9XA
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Registered person	Clubhaus Plc
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?

Castle Royle Crèche "The Zoo" is situated in Castle Royle Health Club, Knowl Hill, Berkshire and opened in 1999. The crèche has its own room and can use other areas of the health club if required. The crèche is open seven days a week for parents/carers using the club facilities, parents must remain on site. Opening hours are Monday to Friday 9.00am 16:00pm, Saturday and Sunday 9:00am - 13:00pm. A maximum stay for a child in any one day is up to two hours.

The crèche is registered to provide care for a maximum of 20 children aged 0 - 5 years old. Children do not usually attend until they are four weeks old. The number of

children on roll varies. The crèche supports children with learning disabilities and those who speak English as an additional language.

There are a total of six staff who work on a part-time basis. Four members of staff hold an appropriate childcare qualification.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is satisfactory.

The environment is very clean and well maintained, good measures are in place to promote good hygiene routines. Nappy changing routines promote good health and hygiene. Staff remind children about hygiene issues for example, to wash their hands after using the toilet and reminding children to put the hand towel in the bin. Sensible hygiene routines ensure the toys and environment are clean and suitable for the children's use. All staff hold first aid qualifications; this ensures they have suitable qualifications to deal with an accident efficiently. Systems are in place if children are ill or have infectious conditions to ensure the health and well being of all present in the crèche.

Children experience good opportunities to develop their physical skills in the well planned indoor environment. There is no outside play area, so staff arrange for the children to use other areas of the health club, to promote their physical skills, for example, ballet, a bouncy castle and swimming.

Parents provide packed lunches and baby milk for their children, however, these are not stored appropriately and are left out on the reception desk even when the weather is hot. This does not promote children's health and well being. Children do not have access to drinking water at all times, this does not promote children's well being especially in hot weather and when the children have been very active. Mealtimes are a sociable occasion with staff sitting with the children; they are good role models for the young children and offer assistance if required. Babies are cuddled when being given their baby milk in a calm and soothing way, making their feed time a pleasurable and positive experience.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Children are cared for in a safe environment. They benefit from the layout of the environment, which enables them to move freely and safely around the provision. Toys and resources are of good quality and checked regularly to ensure they remain safe for children to use. Children develop very good independence as they freely select suitable and safe play resources, from low-level storage units and boxes. All equipment is appropriate for the ages and stages of development of the children attending. Barriers enable small babies to be cared for in an area away from the older more boisterous children and a very secure barrier is in place to prevent children entering the reception area. The attendance sheet used provides the staff with a

clear picture of the ages of all children attending, enabling them to plan activities and put out equipment suitable to the children's needs and capabilities. Staff encourage the older children to begin to think about safety for themselves and younger children. For example, reminding them not to throw balls into the baby area.

Children's safety is ensured because staff are vigilant and implement daily checks, as well as monthly formal risk assessments on all areas, to ensure hazards and potential dangers are removed. Rigorous security procedures are in place for the arrival and collection of children, including a pre-booking in system, the use of numbered wrist bands for parents and detailed records of all children, staff and visitors to the group. These contribute to the children's safety. Children and staff practise regular fire drills at different times and days, to ensure children attending the crèche are fully aware of the procedure to follow should emergency evacuation be necessary.

Children are safeguarded from harm and well protected as staff have a good understanding of child protection issues. They have all of the required documentation and have detailed child protection procedures, policies and contact numbers in place, to secure children's well-being.

Helping children achieve well and enjoy what they do

The provision is good.

Children are cared for in a child orientated environment. Staff care for the children well, they provide distressed younger children with warmth and understanding enabling them to feel secure and safe in the environment. Consequently, children are happy and contented in the setting. The staff demonstrate a good understanding of the children's needs as they sit with the children, listening, responding and encouraging their play. For example, talking about an imaginary birthday party and helping the children make the party food and birthday cake out of playdoh.

Children experience a wide range of suitable interesting and fun activities provided by the experienced and knowledgeable staff team in place, who are very aware of children's developmental needs. Children make choices in their play as they move around the stimulating play environment. Babies are cuddled and nurtured, staff sit and help the older children with their activities and are interested in what children do and say. They talk and listen to them and ask questions to make them think. For example, encouraging the children to count how many times a ball is thrown into the air and talking about the tractor mowing the grass outside. Children show imagination as they choose different dressing-up clothes to wear and play together using their imagination pretending to be 'Snow White' and 'Spiderman' as part of an imaginative game.

Helping children make a positive contribution

The provision is good.

Children develop a sense of self-esteem and confidence, they are valued as

individuals, and their needs are met well by the caring staff team. Children enjoy good, warm relationships with the staff and each other. Positive behaviour is encouraged well through good role modelling and consistent expectation regarding behaviour. Children learn to share and take turns in their play, older children are encouraged to think about people's feelings, enabling the children to develop a good understanding of positive behaviour. Children are actively encouraged and praised as they play enabling them to build their self esteem.

Staff provide a meaningful range of resources to promote a positive view of the wider world and increase children's awareness of diversity and their understanding of others. For example, a range of dressing up clothes and books. Parents are very pleased with the crèche and comment positively about the service, the warmth and helpfulness of the staff, and the wide range of activities the children undertake. They feel well informed about the setting due to the notices displayed in the reception area in the crèche and the booklet they receive when they first join. Staff talk to the parents, when they leave their child or when they return to pick their child up, ensuring the children's continued support and welfare.

Organisation

The organisation is satisfactory.

The dedicated and enthusiastic staff team in place hold suitable qualifications in childcare and first aid ensuring they have a good understanding of children's needs. They make good use of the premises and resources to provide the children with a fun enjoyable experience whilst their parents and carers undertake leisure activities. Good management of bookings ensures that there is always enough staff to meet the adult:child ratios at all sessions.

Written policies and procedures are available to parents, however, the complaints procedure does not contain the latest procedures to follow if they have a complaint and the most recent contact details of Ofsted. Staff ensure children are supervised at all times, and are not left with persons not vetted. The setting meets the needs of the range of children for whom it provides.

Improvements since the last inspection

At the last inspection the provider was asked to include a procedure for the administering of medication and update documentation and complaints procedure to contain the contact details of the regulator.

Improvements have been made since the last inspection. Any medication given is recorded to ensure the on going health and well being of the children. The complaints procedure was updated, to contain the correct address and phone number, however the address of the regulator has recently changed, and staff have not yet updated the complaints procedure to inform parents of the new address.

Complaints since the last inspection

There have been no complaints made to Ofsted since 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 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):

- ensure food provided by parents including baby milk, is stored in an appropriate way and ensure children have access to drinking water at all times
- update and display the complaints procedure for parents to see and ensure a complaints record is in place

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