



Billy's Young Stars Nursery

Inspection report for early years provision

Unique Reference Number	142818
Inspection date	08 May 2006
Inspector	Sara Bailey
Setting Address	Butlins Skyline Ltd, Warren Road, Minehead, Somerset, TA24 5SH
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Registered person	British Holidays Ltd
Type of inspection	Childcare
Type of care	Full day 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 inadequate - enforcement action. The registered person does not meet the National Standards for under 8s day care and childminding.

WHAT SORT OF SETTING IS IT?

Billy's Young Stars Nursery and Crèche was first registered in 1995. The nursery for Butlins staff's children is registered to provide 24 full-day care places for children aged between 0 - 5 years. The crèche, for guests' children is registered to provide 30 places for children aged from 3 months to 8 years. The number of children on roll varies on a daily and sessional basis. The full-day care facility is open from 08:45 until 17:30 including weekends, 52 weeks a year. The crèche facility is open from 09:30 to 17:30 and 19:30 to 23:30 in the evening, with a variety of sessions.

The nursery consists of a baby room with kitchen, bathroom facilities, sleep room and an office. There is an adjoining room for the pre-school children.

The crèche consists of two large rooms with their own toilet facilities and sleep area. All areas have access to a small, fully enclosed outside play area.

The manager and 3 staff are qualified to Level 3. Seven staff hold a Level 2 qualification. One member of staff is not qualified. The setting does not accept funding for nursery education.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is inadequate.

Babies and children's health is compromised as staff have insufficient knowledge and understanding of how to implement appropriate food hygiene. For example, baby food is heated by pouring hot gravy onto home cooked, cold food provided by parents. Out of date food is stored in the refrigerator and kitchen bins are not emptied regularly or covered with a lid.

Babies and children do have access to drinks at all times. However, they are not adequately supervised to ensure they only drink from their own beakers, which puts them at risk of cross infection. Although staff wear gloves for changing nappies, they do not protect themselves when clearing up vomit. There are insufficient procedures in place to ensure carpets and soft furnishings are maintained in a hygienic manner. For example, vomit is wiped up with a dry paper towel.

Babies and children are cared for in rooms which are not adequately ventilated. Dirty nappies are not changed promptly and the heating is on even on hot days, without any windows or doors open, which results in bad odours. Babies' nappies are changed at specific times within the daily routine rather than at times to meet each baby's individual needs.

Babies and children are at risk as only one member of staff holds a valid first aid certificate. There are occasions when she is not present. This is a breach of a requirement of registration. Staff are not confident about their roles and responsibilities in administering medication. Accident and medication records are satisfactorily completed.

Babies and children do benefit from regular physical development. They play inside within spacious rooms to crawl, walk and to use sit and ride toys. They experience outside play and walks around the complex.

Protecting children from harm or neglect and helping them stay safe

The provision is inadequate.

Children are at risk as staff are not vigilant about safety. Risk assessments are not accurately completed as they fail to identify potential risks such as staff bags being accessible to children and external doors from the pre-school room being unlocked, which means children can leave the premises unsupervised. Staff deployment is poor, which further compromises their safety. For example, babies and children are at risk of choking as they are not adequately supervised. A sleeping baby is woken several times by other children putting a bottle in his mouth, babies are given ice-cubes to play with and immediately put them in their mouths to explore, small toys are accessible to babies lying on the floor. Babies also have an appropriate range of toys available to them which are safe. Pre-school children play in a room which contains stacked furniture which is hazardous to children and very few resources are accessible to them.

Staff do not keep accurate records of children's attendance so are not able to account for children in the event of an emergency. Children's welfare is not safeguarded as not all staff have knowledge of child protection issues and unchecked staff are left unsupervised with children, including when changing nappies. This is a breach of requirement of registration.

Helping children achieve well and enjoy what they do

The provision is inadequate.

Babies and children do not have their individual needs understood or met. For example, all ages are grouped together initially without any planned activities for the pre-school children and very limited age-appropriate resources. Children are bored and under stimulated which results in poor behaviour. Children wander around aimlessly, often resulting in older children waking babies by pushing them in swings they have been put into for a sleep, or trying to feed them their bottles. Some staff engage children for a short period of time with books but positive interaction is often disrupted by staff shouting at children from across the room to have their nappies changed and the activity is ended. Babies are included in an activity where each child is given one ice cube. The activity is unimaginative and fails to introduce children to any new language opportunities or experiences due to the staff's lack of involvement with the children whilst they sit at the table for a long period of time.

Pre-school children are not encouraged to make choices in their craft. A sticking activity is very adult-led with restricted resources for children to select from. For example, they are given worksheets to stick pre-cut squares of brown paper onto. They are then given the same picture to colour. The interaction is poor and staff fail to adequately support children's play. Babies and children's development is not observed, recorded or monitored to assess their individual progress.

Helping children make a positive contribution

The provision is inadequate.

Children are bored, which results in some displaying inappropriate behaviour, such as climbing on tables and throwing toys. Others are eager to please staff, who are

often inconsistent in their behaviour management. For example, some staff shout at the children for no reason, others attempt to instigate 'time-out' but it is not correctly monitored or explained to children. Often inappropriate strategies are used for the age and understanding of the children as staff are not knowledgeable about child development. For example, babies aged 0-2 years have behaviour charts.

Children do not benefit from an effective partnership between staff and parents. There is no key worker system to ensure information sharing is promoted in order to support children's individual needs. There are no developmental records kept for any child therefore, staff do not exchange information with parents regarding their children's progress. Children's routines and behaviour charts are displayed for everyone to see which fails to maintain confidentiality. The routines provided by parents are not adhered to and their wishes are not respected. For example, nappy changing, sleeping and eating patterns do not meet individual needs but fit in with nursery routines. Policies are not shared with parents and the complaints procedure is not available.

Although there are no children identified as having special needs, the staff have no knowledge or experience in identifying or supporting children with special needs. There is not a designated member of staff to take responsibility for this area. Children are not experiencing diversity in their play, as the toys and resources which reflect positive images are not available for the children to enjoy.

Organisation

The organisation is inadequate.

The setting does not meet the needs of the range of children for whom it provides. Children's care is hindered by the group's poor organisation. The staff are poorly deployed, there is no deputy and no Level 3 qualified staff in charge of each area. Babies and children are not cared for by a consistent staff team and do not have effective supervision in order to implement good practice. The manager does not monitor the staff or provision to ensure the children are receiving care in line with the National Standards. Unchecked staff are being left unsupervised with children and changing their nappies.

Documentation does not meet regulations. Attendance registers are not maintained for children or staff, parents are asked to sign their children in and out but staff are aware this does not always happen. This is a breach of a mandatory requirement of registration. Policies are out of date and not shared with parents. Insufficient staff hold a valid first aid certificate to ensure there is always someone present with an appropriate first aid qualification. There are no records of children's development kept to share with parents. This all impacts on the quality of care provided for children and compromises partnership with parents.

Improvements since the last inspection

At the last care inspection, two actions were raised. Neither have been fully completed.

Procedures to ensure children are protected from unchecked staff are still inadequate. A new member of staff without clearance was observed to be changing babies' nappies and is left unsupervised.

Staff's knowledge and understanding of the national standards and regulations is still inadequate.

Complaints since the last inspection

There has been one complaint made to Ofsted since the last inspection.

Concerns were received on 3 February 2006 in relation to the following:

National Standard 2 (Organisation): Concerns that staff are suitability qualified.

National Standard 3 (Care, learning and play) inadequate level of care to children.

National Standard 4 (Physical Environment) Setting not suitable for children.

National Standard 12 (Working in partnership with parents) Parents concerns not respected.

National Standard 14 (documentation) Failed to notify Ofsted of change of location.

Ofsted conducted an unannounced visit, following which the registered person was issued a compliance notice in relation Standard 7 (Health) to develop a clear policy and procedure regarding the administration and recording of medication given to children.

The registered person was required to take steps to comply with actions in relation to the following Standards: Standard 1; Standard 2 (four actions were set); Standard 3, Standard 5, Standard 6 (four actions were set); Standard 7 (two actions were set); Standard 8; Standard 12 and Standard 14.

Ofsted conducted an unannounced visit, following which the registered person was issued a compliance notice in relation Standard 7 (Health) to develop a clear policy and procedure regarding the administration and recording of medication given to children.

Ofsted conducted two follow up visits and the provider agreed to voluntarily suspended their registration while they took steps to meet the Standards. The provider cooperated fully and the suspension ended once it was established that the provider had acted appropriately to meet the Standards. The provider remains qualified for registration.

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.

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WHAT MUST BE DONE TO SECURE FUTURE IMPROVEMENT?

The quality and standards of the care

Ofsted is taking **enforcement action** to safeguard the welfare of children.

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