



Office for Standards
in Education

DAY CARE INSPECTION REPORT

URN 205524

INSPECTION DETAILS

Inspection Date 02/12/2004
Inspector Name Christine Lynn Williams

SETTING DETAILS

Day Care Type Out of School Day Care, Full Day Care
Setting Name Tudor Hall Nursery
Setting Address 168 Birmingham Road
Redditch
Worcestershire
B97 6EN

REGISTERED PROVIDER DETAILS

Name Eastrealm Ltd

ORGANISATION DETAILS

Name Eastrealm Ltd
Address 168 Birmingham Road
Redditch
Worcestershire
B97 6EN

ABOUT THE INSPECTION

The purpose of this inspection is to assure government, parents and the public of the quality and standard of day care. When making judgements, inspectors have regard to how well the provider meets the National Standards for under Eights Day Care and Childminding. A list of these is attached. The report identifies strengths and areas for improvement.

This inspection report must be made available to all parents.

Information about the setting

Tudor Hall Nursery is a privately owned full day care setting that opened in 1992. It operates from a large converted house situated close to Redditch town centre. A maximum of 65 children may attend the nursery at any one time. The nursery is open for 52 weeks of the year. Opening times are from 07:30 to 18:00 Monday to Friday. The setting also opens on Saturdays for birthday parties and a Saturday club. All children share access to a secure enclosed outdoor play area.

There are currently 70 children aged under 8 years on roll. Of these 25 children receive funding for nursery education. Children attend from a wide catchment area, most of their parents work locally. The nursery offers several types of care, including an after school and holiday play scheme and offers flexible attendance patterns. A number of children with special education needs and those who speak English as an additional language are currently being supported.

The nursery employs 20 staff who work directly with the children, plus ancillary workers. Nineteen of the staff hold appropriate early years qualifications, while one is working towards a qualification.

How good is the Day Care?

Tudor Hall Nursery provides good quality care for children. The manager has instigated a number of initiatives to improve the nursery's practice and procedures over the last year. All policies are being systematically reviewed and amended to meet changes in practice, while staff continuity ensures children are well supported and settle quickly. The nursery is suitably resourced with a good variety of toys freely available to children. All required documentation is in place, with some omissions, and children's attendance is recorded generally well, although does not include collection from school premises.

There are comprehensive arrangements for maintaining high standards of safety and security within the nursery and careful consideration has gone into devising procedures evacuating children safely and speedily during an emergency. Staff are pro-active in promoting good health and hygiene and arrangements for first aid and medication are effective. Children are offered drinks regularly and enjoy healthy and nutritious snacks and hot meals within a social atmosphere. A suitable equal opportunities policy is in place, however children do not see positive images of their own culture or different languages displayed around their care rooms. There are

suitable arrangements to support children with special educational needs and to deal with child protection issues, although this policy lacks sufficient detail.

Children are offered a wide range of activities and resources to help them explore, investigate and be creative. Staff talk to them, assess their progress and use effective praise and encouragement to promote positive behaviour and a feeling of self-worth. Staff are attentive, and show affection and interest in the children they care for.

A strong partnership with parents is achieved through good two-way communication links and detailed information that help parents understand how the nursery operates and how their children are cared for.

What has improved since the last inspection?

At previous inspections the setting agreed to record complaints, conduct a risk assessment, improve fire safety precautions and improve the procedures for school collections.

Children's safety within the nursery has been improved by ensuring fire exits are kept clear at all times and this is now checked by the manager during daily premises checks. A full risk assessment has been carried out for all areas of the nursery and this is used effectively by staff to carry out daily safety checks. Safety issues are reported to the manager immediately who arranges for the on-site maintenance to carry out any necessary repairs or action. Completed actions are also recorded.

A new complaints folder has been introduced which ensures complaints are recorded effectively and records kept of the nature of the complaint, the circumstances leading to the complaint, what action was taken and the outcome.

School collection procedures have improved through reviewing practice, carrying out a risk assessment and ensuring clear procedures are in place. However, staff do not use a registration system or carry lists of the named children to be collected with them during the school collection service. Children's attendance is recorded once they arrive at the nursery site. A further recommendation has been set to rectify this.

What is being done well?

- Babies and toddlers are supported well and benefit from a range of activities that are developed under a national framework for promoting development in children aged from birth to three years.
- Very good sleep and rest facilities are provided, with listening devices, a CTV camera system and viewing windows used to constantly monitor sleeping babies.
- A creative and colourful ambulance badge is worn by children who have received medication or first aid treatment as a way of highlighting this to their parents and to remind them to sign the necessary recording systems.

- Staff have a code of conduct they follow with children and each other which is promoted well throughout the nursery ensuring there is continuity in being gentle, listening, being kind, helpful and honest.
- Children respond with pleasure to receiving the stickers, stars and stamps given for being helpful, moving forward in their development or learning new things. Staff are quick to intervene in sharing issues, helping the children to resolve conflict through explanation and learning to say sorry.

What needs to be improved?

- the registration system for collecting children from school sites
- displays of positive images of different cultures, languages, family backgrounds and beliefs
- the child protection policy to include a statement of the action to be taken in the event of an allegation of abuse being made against staff.

PREVIOUS COMPLAINTS (This section applies only to inspections carried out from September 2004. The complaint record relates to complaints from the last inspection or 1st April 2004 whichever is later.)

There are no complaints to report.

Outcome of the inspection

Good

CONDITIONS OF REGISTRATION

All registered persons must comply with all conditions of registration included on his/her certificate of registration.

As a result of this inspection conditions of registration have been imposed / varied / removed and a new certificate of registration will be issued.

WHAT NEEDS TO BE DONE NEXT?

The Registered Person should have regard to the following recommendations by the time of the next inspection

Std	Recommendation
2	Devise a registration system for use when collecting children from school sites.
9	Use posters, resources, labels and symbols to enable children whose home language is not English to see positive images of their own culture

	and language and to encourage all children to compare the differences and similarities of their own lives with those of others they know.
13	Develop a written statement that highlights the action to be taken in the event of an allegation of abuse being made against staff.

SUMMARY OF NATIONAL STANDARDS

STANDARD 1 - SUITABLE PERSON

Adults providing day care, looking after children or having unsupervised access to them are suitable to do so.

STANDARD 2 - ORGANISATION

The registered person meets required adult: child ratios, ensures that training and qualifications requirements are met and organises space and resources to meet the children's needs effectively.

STANDARD 3 - CARE, LEARNING AND PLAY

The registered person meets children's individual needs and promotes their welfare. They plan and provide activities and play opportunities to develop children's emotional, physical, social and intellectual capabilities.

STANDARD 4 - PHYSICAL ENVIRONMENT

The premises are safe, secure and suitable for their purpose. They provide adequate space in an appropriate location, are welcoming to children and offer access to the necessary facilities for a range of activities which promote their development.

STANDARD 5 - EQUIPMENT

Furniture, equipment and toys are provided which are appropriate for their purpose and help to create an accessible and stimulating environment. They are of suitable design and condition, well maintained and conform to safety standards.

STANDARD 6 - SAFETY

The registered person takes positive steps to promote safety within the setting and on outings and ensures proper precautions are taken to prevent accidents.

STANDARD 7 - HEALTH

The registered person promotes the good health of children and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.

STANDARD 8 - FOOD AND DRINK

Children are provided with regular drinks and food in adequate quantities for their needs. Food and drink is properly prepared, nutritious and complies with dietary and religious requirements.

STANDARD 9 - EQUAL OPPORTUNITIES

The registered person and staff actively promote equality of opportunity and anti-discriminatory practice for all children.

STANDARD 10 - SPECIAL NEEDS (INCLUDING SPECIAL EDUCATIONAL NEEDS AND DISABILITIES)

The registered person is aware that some children may have special needs and is

proactive in ensuring that appropriate action can be taken when such a child is identified or admitted to the provision. Steps are taken to promote the welfare and development of the child within the setting in partnership with the parents and other relevant parties.

STANDARD 11 - BEHAVIOUR

Adults caring for children in the provision are able to manage a wide range of children's behaviour in a way which promotes their welfare and development.

STANDARD 12 - WORKING IN PARTNERSHIP WITH PARENTS AND CARERS

The registered person and staff work in partnership with parents and to meet the needs of the children, both individually and as a group. Information is shared.

STANDARD 13 - CHILD PROTECTION

The registered person complies with local child protection procedures approved by the Area Child Protection Committee and ensures that all adults working and looking after children in the provision are able to put the procedures into practice.

STANDARD 14 - DOCUMENTATION

Records, policies and procedures which are required for the efficient and safe management of the provision, or to promote the welfare, care and learning of children are maintained. Records about individual children are shared with the child's parent.