

Care and Social Services Inspectorate Wales

**Children Act 1989
(as amended by the Care Standards Act 2000)**

**Inspection report
Crèche facilities**

Forest Children`s Centre

Forest Childrens Centre
Dyffryn Infants School, Partidge Way
Duffryn
NP10 8WP

Date of publication 5 November 2010

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Care and Social Services Inspectorate Wales

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Name of setting:	Forest Children`s Centre
Contact telephone number:	01633 816 774
Registered Person/Responsible Individual	Chantelle Vaisey for Newport City Council
Person in charge:	Amanda Swaffield
Number of places:	16
Date of this visit :	5 October 2010
Dates of other relevant contact since last report:	September 2010 change of crèche name
Date of previous report publication:	January 2009
Inspected by:	Majella McKenzie

Guidelines on inspection

Introduction

This report has been compiled following an inspection of the setting undertaken by the Care and Social services Inspectorate Wales (CSSIW) under the provisions of the Children Act 1989 and associated regulations.

The primary focus of the report is to comment on the quality of care and protection experienced by the children.

The report contains information on how we inspect and what we find. The report is divided into eight distinct parts reflecting the broad areas of the National Minimum Standards.

The CSSIW Inspectors are authorised to enter and inspect registered child care settings at any time. Inspection enables CSSIW to satisfy itself that continued registration is justified. It also ensures compliance with:

- The Children Act 1989 (as amended by the Care Standards Act 2000) and associated regulations, while taking into account the National Minimum Standards for this type of registered setting
- The setting's own Statement of Purpose

At inspection, CSSIW tries to capture the views and experiences of service users by means of questionnaires for the parents/carers and any staff, and engagement with children who use the setting. At any other time throughout the year visits may also be made to investigate complaints and to respond to any changes in the service.

Readers must be aware that a CSSIW report is intended to reflect the findings of the inspector at a specific period in time. Readers should not conclude that the circumstances of the service will be the same at all times.

The Registered Person is responsible for ensuring that the service operates in a way which complies with the service specific regulations. CSSIW will comment in the general text of the inspection report on their compliance. For those regulations which CSSIW believes to be key in bringing about change in the particular service, they will be separately and clearly identified in the requirement section.

As well as listing these key requirements from the current inspection, requirements made by CSSIW since the last inspection, which have been met and those which remain outstanding are included in this report. The reader should note that requirements made in last year's report which are not listed as outstanding have been appropriately complied with.

Where key requirements have been identified, the Registered Person is required under Regulation 3C (Compliance Notification) to advise in writing, the appropriate regional office of the completion of any action required by CSSIW.

The regulated service is also responsible for having in place a clear, effective and fair complaints procedure which promotes local resolution between the parties in a swift and satisfactory manner, wherever possible. The annual inspection report will include a summary of the numbers of complaints dealt with locally and their outcome.

CSSIW may also be involved in the investigation of a complaint. Where this is the case CSSIW makes available publicly a summary of any matters it has been involved in together with any action taken by CSSIW.

Should you have concerns about anything arising from the inspector's findings, you may discuss these with CSSIW or with the Registered Person.

The Care and Social Services Inspectorate Wales is required to make reports on registered facilities available to the public. Most reports are public documents and will be available on the CSSIW web site:

www.cssiw.org.uk

Summary

This inspection was unannounced and followed the return of the Self Assessment Form (SAF) by the Responsible Individual (RI) to the Care and Social Services Inspectorate Wales (CSSIW). Little Foresters Crèche had recently changed its name but retained its management structure. The crèche was first registered in 2006 to provide up to 16 places for children aged between birth and eight years. Under the crèche category of registration parents remain on site to attend short course or classes in adjoining rooms to Little Foresters crèche room. On the day of inspection the crèche was found to be operating outside its category of registration with all of the parents of the seven children present paying for their place and leaving the site for the two-and-a-half hour duration of the crèche session. Although there was no issue with the care seen to be given to these children, it was pointed out to the RI that the crèche registration did not cover this category of care, which is sessional day care. The RI was told to revert back to operating the crèche solely for parents who were accessing classes, training or meetings at the Forest Centre with immediate effect.

The evidence for this report came from a number of sources:

- The SAF.
- One parent questionnaire which indicated satisfaction with the service but that the parent would like more information about local child minders.
- Four staff questionnaires, which included a volunteer member of staff. These identified that induction took place, staff had daily access to the Person in Charge (PiC) and the RI and that training opportunities were available to them.
- Day-to-day records were viewed at inspection and seen to be in order.
- Observations of the staff caring for children took place and the care offered was seen to be very good. Children settled well, had good attachments with the carers and the crèche room was well equipped.
- Revised policies and procedures were viewed and some amendments need to be made to these, and are recorded as good practice recommendations in the body of this report.

Little Foresters Crèche operated out of a room in the Forest Centre (the Integrated Children's Centre (ICC)) in Duffryn Newport. The crèche was lead by an experienced teacher with a nursery nurse as her assistant. Volunteer staff (students in training) were welcomed at the crèche alongside additional staffing provided by Newport Sure Start when required. The room was adjacent to the separate registered playgroup and shared toilet facilities, which although not ideal were seen to be well managed on the day of inspection. The crèche room was used solely by crèche during hours of operation. There was direct access to a small enclosed outdoor area which was used for sand and physical play. The crèche room was seen to be well equipped with a good range of age appropriate

resources which were accessible to the children. Parents booked their child's place, usually a week in advance and signed their child in and out for each session attended. An 'All About Me' form was completed by the parents prior to the child attending and staff held contact and collection information.

Under crèche category parents would be nearby should they be required to change, feed or give medication to their child. On the day of inspection none of the parents remained on site and there would have been a time lapse should parents be required to return to the crèche. One child had attended the adjoining state nursery for the morning session, had lunch with Mum in the café and was then left for afternoon crèche whilst Mum left the premises. It appeared that the crèche was being used to provide day care for parents and indeed the RI described it as 'respite' care. **The crèche is not authorised to offer this type of care** and in doing so puts children, staff and parents in a vulnerable situation. The RI was advised to direct parents to the NCC Children and Families Information Services in order to access appropriate day care in the area.

On the day of inspection Little Foresters Crèche was found to be in breach of its registration to offer crèche care. The RI and NCC were advised in writing of the action CSSIW would take in response to this breach. There were five good practice recommendations made in the body of this report which relate to policy and procedure amendments rather than the care of the children. Although in breach of registration the care seen to be offered to the children present was of a good quality with experienced, caring staff offering a good range of activities and care to the children.

Choice of service

Inspector`s findings:

Little Forester's Crèche displayed the current CSSIW certificate of registration in the crèche room.

The statement of purpose had been amended in September 2010 and clearly stated that the aims of the service were to provide *'free high quality care enabling parents within the community to undertake courses and family supported activities within the centre'*. **This was not seen to be the case on the day of inspection.** The statement went on to say that *'parents may also access the crèche if they wish for respite care at a fee of £4-00 for 2.5 hours'*. **This arrangement does not fall within the registration category and must cease immediately.** Places for crèche were allocated on a 'first come first served basis' and therefore parents were encouraged to book places in advance.

Contracts with parents were in place and included parental permissions for photographs to be taken, outings and seeking medical advice in an emergency.

The RI had undertaken a review of service for 2010. It was comprehensive and reflected the views of children, parents and staff. **The RI was reminded that not all parental requests for child care could be met within the crèche registration and that parents must be directed elsewhere in order to meet these needs.**

Requirements made since the last inspection report which have been met:

Action required	When completed	Regulation number

Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Planning for individual needs and preferences

Inspector`s findings:

A settling procedure was in place. Parents were encouraged to bring their child to crèche 15 minutes before starting time in order to remain with their child and settle them. Some children did not attend regularly, or just for one-off sessions, so settling was a very important feature of the service. At inspection staff were seen to work hard to ensure that children were reassured and attached to a staff member. One child was very unsettled and took a long time to stop crying, but staff were seen to offer a lot of cuddles and by snack time the child was very happy and joined in with singing.

Staff completed an 'All About Me' form with the parents on which the child's routine, special names for objects and contact details were given.

No developmental records were kept on children attending crèche. Verbal feedback was seen to be given to parents/carers on collection of their child. The PiC stated that should staff have a specific concern regarding a child's development then they would speak directly with the parents.

The crèche operated an inclusive policy and wherever possible children with special needs were accepted and cared for. There was an Additional Needs Policy in place. The building and crèche room were seen to be very suitable for children and parents with mobility difficulties as it was single storey and easily accessible.

Day-to-day records were seen at inspection. The crèche used the Wales Pre school Providers (WPPA) register and the PiC was advised to ensure that staff attendance was recorded at the foot of the register. The accident records were completed and filed in the office. Visitors to the Forest Centre signed the book in the main reception.

Policies on the collection of children and the procedure to follow in the event of a child becoming lost had been revised in June 2010. The RI must ensure that the need to inform CSSIW in either instance be added to both policies.

Requirements made since the last inspection report which have been met:

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Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

- Record staff attendance on the foot of the register.
- Add 'inform CSSIW' to the collection of child and lost child policies.

Quality of life

Inspector`s findings:

On the day of inspection there were three children under two years attending the crèche. There was an area of the room designated for the under two year olds and older children were directed away from this area when younger children were present. There were stackable beds available should a child wish to sleep and buggies were used if directed by the parent. Older children had bean bags should they require a rest.

The crèche room was divided into areas of play and activity. The younger/quiet area with easy chair, large floor rug, bean bags and cushions, also doubled as a book corner and was used for circle time and singing.

There was a home corner with range of wooden kitchen appliances and dressing up clothes. A 'messy' activity area with paints and craft materials, and a floor 'road' mat with cars and construction area nearby.

The outdoor area was directly accessible from the crèche room and the door remained open throughout the session with a stair gate across it to prevent the younger children wandering out. The area was paved and partially laid with impact absorbent flooring. The area was cordoned off as it continued around the building into the main play area used by the play group and nursery children. A small sand trough was placed outdoors and small groups of children went out on rota to play.

The crèche was seen to be very well resourced, with good quality, age appropriate toys arranged in an attractive and accessible manner for the children. The room was bright and colourful with displays on the walls.

Play was child led and staff were seen to use a lot of language and encouraged language development through conversation, discussion, questioning, rhymes and songs.

The core staff team were well qualified and experienced and were seen to work well as a team. Children's individual needs were seen to be met in a caring manner.

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

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Quality of care and treatment

Inspector`s findings:

There was a Behaviour Management Policy in place which included a statement on bullying and had been revised in June 2010. Staff were seen to be consistent in their management of unwanted behaviour and used distraction techniques to effectively defuse heated situations. Staff were seen to manage situations in a firm, kind and caring manner. The health needs of children were recorded on the 'All About Me' form. Staff used wet wipes to keep children's hands clean after activities, before and after snack. The crèche shared a toilet area with the adjoining playgroup. The staff confirmed that crèche tended to use the nearest toilet cubicle and hand basin to their room. There was a fold down nappy change unit for children in nappies. The toilet area was seen to be clean on the day of inspection.

The PiC had just renewed her First Aid qualification and the assistant was booked on a course to renew hers in January 2011.

There was a Medication Policy in place although medication would not be given by staff. The RI was advised to add a column to record the time the last dose was given.

Parents provided babies bottles and juice as these were not provided by crèche. On the day of inspection a snack of crackers and cheese and sliced banana, yoghurt and water was seen to be given. Children were all seated together with staff and concluded snack time with 'Who is in the Box?' activity which all children were seen to thoroughly enjoy. The PiC held a food hygiene award.

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Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

- Add time the last dose given to the medication record form.

Staffing

Inspector`s findings:

Staff working at Little Forester's were employed by NCC with one staff member deployed from Sure Start on a temporary basis. The two permanent staff were well qualified and experienced and observed to work very well together. The more recent staff member and volunteer seemed well settled and familiar with the operation and routine of the crèche. At inspection staff files were viewed and seen to be kept in good order. Monthly supervision and annual appraisal were seen to take place following the NCC Professional Development Profile. (PDP). Regular staff meetings were said to take place.

Requirements made since the last inspection report which have been met:

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New requirements from this inspection:

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Good practice recommendations:

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Conduct and management of the service

Inspector`s findings:

Little Forester's Crèche was situated in the ICC which was managed by the RI for the crèche who was line managed by NCC Sure Start co-ordinator. The ICC had a committee made up of interested parties using the facilities and who met to discuss the services offered and how to meet the needs of the community. The decision to allow parents to leave the premises whilst their children were cared for in crèche appears to have been taken in a response to the demands of parents for affordable child care or 'respite' care. **This is not the role of crèche and this was stressed to the RI and after inspection to her line manager from NCC. Parents in need of child care or respite care must be directed to the appropriate services.**

On the day of inspection staff were seen to be properly deployed with sufficient staff for the children present. Although registered for 16 children the PiC stated that the crèche usually ran with no more than 10 children present and that ages could range from birth to five.

There was an Equal Opportunities Policy in place and good range of toys and resources to reflect diversity in society. Staff demonstrated a good understanding of individual children's needs and were seen to meet these.

Parents were given informal verbal feedback on collection of their child. Relationships with parents were seen to be relaxed and open at inspection.

Public Liability Insurance was in place and the RI was advised to check cover in terms of the operation of a crèche rather than sessional care.

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New requirements from this inspection:

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Good practice recommendations:

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Complaints and protection

Inspector`s findings:

The Complaints Policy for Little Forester's crèche had been revised in June 2010. It reflected the need to follow local resolution and gave the appropriate timescales for the investigation of a complaint. A very good child complaint policy had been devised by the RI and was seen at inspection although it had not been used as there had been no complaint made.

The Child Protection Policy had been revised to include allegations against staff. Contact telephone numbers for NCC Social Services department had been added. The PiC confirmed that Child Protection training had been booked for the end of October 2010.

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Requirements which remain outstanding:

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New requirements from this inspection:

Action required	Timescale for completion	Regulation number

Good practice recommendations:

- Change reference to ACPC in the parent's handbook.

The physical environment

Inspector`s findings:

Little Forester's Crèche operated from a room in the Forest Children's Centre which was owned and maintained by NCC. On the day of inspection the crèche room and supporting areas were seen to be in good decorative order, well maintained, clean and tidy and free from hazards. The room was well lit and ventilated. There was sufficient space and the room was divided into areas of play, rest and interest.

There were a good range of toys and equipment in the crèche room and these were seen to be well maintained, accessible to the children and were said to be rotated.

Children under two years had an area with large rug, cushions and if necessary beds for sleep and quiet time. Staff stated that parents often preferred to have their child sleep in their buggy.

The outdoor area was seen to be enclosed and free from hazards. It offered a small but adequate space for the children who enjoyed playing in the sand trough. The adjoining nursery play area was available to the crèche should they need to use it.

The crèche used a refrigerator housed in the adjoining centre café to store snack foods. Toilet facilities were shared with the adjoining playgroup and seen to be well kept.

Detailed risk assessments were in place and had been reviewed in September 2010.

Fire drills took place at frequent intervals and the PiC was advised to use the comments column to record the number of staff and children present and any issues arising during the drill (i.e. new children or cover staff present).

The RI completed the SAF on which she stated that all safety measures for the crèche were in place.

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Requirements which remain outstanding:

Action required (previous outstanding requirements)	Original timescale for completion	Regulation number

New requirements from this inspection:

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Good practice recommendations:

- Use comments column on fire drill log to record the numbers present and any issues arising.