



Inspection Report For Early Years Provision

Unique Reference Number	BFG02DC129
Inspection Date	14 September 2010
Childcare Inspector	Laurence Ferris
Registered Provision -Setting Name <i>Suppressed if childminder</i>	Totwatchers Day Nursery
Registered Provision -Setting Address <i>Suppressed if childminder</i>	Comenius Strasse, 6/1 & 6/2 33330 Gütersloh
Type of Care	Full Day Care

ABOUT THIS INSPECTION

British Forces Early Years Service is granted with accreditation by the Secretary of State for Defence for regulating childcare provision for Crown Servants overseas, in accordance with the criteria set out in the Tax Credit (New Category of Child Care Provider) Regulations 2002. The purpose of this inspection is to assure the Ministry of Defence (MOD), parents and the public of the quality of child care.

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 and the National Standards for under 8s day care and childminding.

The report includes information on any complaints about childcare provision which British Forces Early Years Service (BFEYS) has received since 1st January 2006.

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 booklet "Are you ready for your inspection" which is available from BFEYS.

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 daycare and childminding.

WHAT SORT OF SETTING IS IT?

Totwatchers Day Nursery operates from two ground floor flats located within a married quarter estate. The children are accommodated in two units according to age; one unit is for babies and children aged under two and the other for children aged two to three years. The nursery serves the needs of British Service families and civilian employees attached to the military community.

The nursery is registered for 29 children from six weeks to three years and is open five days a week from 07.45 to 17.15, Monday to Friday. Most children attend on a full time basis. There are currently no children attending with special educational needs: six children speak English as an additional language. The nursery is managed by the Army Welfare Service.

The deputy manager, qualified to level 3, is currently in charge of the day to day running of the provision. 10 staff work with the children; two practitioners hold a level 2 qualification, one of whom is working towards a level 3 qualification. The setting also employs additional staff to cover for staff sickness and absences.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is **inadequate**. Staff implement basic procedures to reduce the risk of infection, such as wearing disposable gloves and aprons when changing nappies, and staff wash children's hands before snack and after using the toilet. Some steps are taken should children become ill or have a minor accident because fully stocked first aid boxes are readily available and an adequate number of staff hold a current first aid certificate. However, children's health and well-being are seriously compromised; records of medication are inaccurate and parents do not always sign to acknowledge they have been informed; toys and equipment are kept in a poor state of cleanliness because they are not regularly sterilised or cleaned and spilled bodily fluids are not wiped effectively, as a baby was observed nearly eating his own vomit because staff failed to react promptly and efficiently. Furthermore, it was observed that a child in the baby unit tripped over toys and seriously bumped his head, but the incident was not recorded to inform parents, placing the child's health at serious risk, especially as the injury warranted the use of a cold compress.

Children's dietary needs are generally promoted through the provision of some healthy and nutritious snacks of mainly fruit and vegetables, but children are unable to make choices from the food that is available. Lunch is provided by parents and safely stored in the fridge. Children have access to drinking water throughout the session. However, during mealtimes staff do not sit with the children and were observed standing around chatting among themselves. This not only limits opportunities for children to develop social and communication skills, but also significantly places children at risk. Furthermore, staff's support, when given, is not necessarily appropriate; for example children aged two to three years were observed being spoon fed because the wrong cutlery was given to them, hence hindering their independence and self-confidence.

Cots and clean beddings are provided for children to sleep and rest comfortably; however, these are not always used as babies were observed on more than one occasion sleeping on dirty pillows in the playroom. Although the setting has two outside play areas, children are not offered regular opportunities to enjoy the fresh air, which is detrimental to their health and well-being.

Protecting children from harm or neglect and helping them to stay safe

The provision is **inadequate**. Children are cared for in secure premises which are adequate for their purpose. Although there are sufficient toys and equipment to cater for children's overall development, play areas are uninviting and poorly laid out, hindering children's learning and development.

Children are mainly kept safe as access to the premises is closely monitored; a buzzer entry system ensures only authorised access. Children take part in regular evacuation drills which are recorded and all fire fighting equipment is regularly checked and maintained. Some consideration is given to children's safety; risk assessments and daily safety checks are conducted, however they fail to identify all risks to children, such as broken electrical socket covers and broken toys in the play area. Opportunities are missed for children to learn about keeping themselves safe, as toys were observed scattered untidily on the floor creating trip hazards; as a result, several incidents were witnessed. This practice acts to jeopardise children's safety.

Children's welfare is generally safeguarded because an adequate number of staff have received relevant training and can recognise signs and symptoms of abuse. There is a designated person in charge of child protection issues and staff show some awareness of what to do if they have any concerns.

Helping children achieve well and enjoy what they do

The provision is **inadequate**. Arrangements to promote children's enjoyment and allow them to achieve are inadequate. The quality and standards of care in both units are very poor. Children are barely supported in their choice of activities as staff talk mainly among themselves oblivious of children's needs for guidance and support. Consequently, staff have little knowledge of children's interests and of their differing stages of development; no observations are made of children's learning, therefore children's next steps are not considered to inform planning of future activities or support individualised learning experiences, because staff lack basic observational skills and the ability to communicate meaningfully with children. For example, babies were observed playing in a pool of self-selected toys with staff unable to interact purposefully or involve the children in a play tailored to their needs or interests.

Generic planning is devised to assist staff in the choice of activities to offer children; however, children were observed left to their own devices looking bored and wandering aimlessly, as no activities are set to encourage involvement or participation. Additionally, children lack opportunities to engage in physical play and develop large motor skills, balance and spatial awareness, as they do not have regular access to the outdoor facilities.

Helping children make a positive contribution

The provision is **inadequate**. Children are provided with a satisfactory range of resources that reflect some positive images of gender and disability. There is a clear equal opportunity policy and currently six children with English as an additional language attend the provision. However, the setting does not always have regard to relevant anti-discriminatory good practice with regards to staff deployment: one unit has mainly black key workers and the other mainly white key workers, leaving a unit with unqualified and inexperienced staff. This practice does not only give children a bias view of the world around them, but also acts to undermine their social and emotional skills.

Although there are currently no children with disability or learning difficulties attending the provision, suitable procedures are in place to offer support.

Children generally behave well. However, staff have limited understanding of how to manage unwanted behaviour. Strategies used are sometimes aimless or inappropriate for children's differing ages and stages of development and, as a result, children were observed raising their voice to each other to mirror staff's interaction with the children. In addition, inappropriate play and learning activities impact on children's behaviour.

Some information is shared with parents through monthly newsletters, and policies and procedures are made available to them. However, parents' partnership is mediocre; most parents interviewed during inspection raised concerns about the quality of the care provided to their child and the setting's ability to deal with concerns. There is an appropriate complaints procedure in place and records of written complaints made directly to the management team are kept; however, records of outcomes and actions taken following an investigation are not maintained neither is a summary shared with complainants and parents on request. This is a legal requirement. Additionally, parents

comment that they do not receive sufficient information about their child's progress and are not always kept informed of who their child's key worker is. Evidence also shows that the setting has not made previous inspection reports available to parents; this is also a legal requirement.

Organisation

The organisation is **inadequate**. Children are protected as suitable recruitment and vetting procedures for staff are in place. Any adults whose suitability checks have not been completed are not left unsupervised with children.

A training action plan is in place to address staff qualification requirements and additional training needs are supported through regular in-service training; however, there is no evidence that the knowledge gained has had any beneficial impact on improving the quality of the provision and staff's skills; furthermore, the action plan devised by the senior early years development team to improve the provision has not been implemented due to weak leadership and management.

The setting continues to be inefficient; two inspection and investigation visits were carried out since the setting's previous notice of suspension was revoked by BFEYS in January 2010, which all judged the quality and standards of care inadequate or poor. The provider's poor attitude and lack of necessary knowledge of regulation result in systems, policies and procedures being ineffective. Consequently, children's individual needs are not being met; the deployment of staff remains ineffective with trace of racial divide; staff are not effectively supported or monitored in their roles and responsibilities; children are not given the opportunity to experience an enjoyable programme of learning tailored to their individual needs; daily safety checks are ineffective and the provider displays little understanding of the importance of a working partnership with parents in contributing to children's welfare and development.

Although policies and procedures are generically in place, they are not consistently and effectively implemented, as staff lack the willingness and ability to comprehend them; attendance registers do not accurately show when children are present, some medication records lack the necessary details, a record is not maintained of all accidents, and children's development records are not monitored.

Overall, the provision requires significant improvement. The provider is given a Notice of Suspension of six weeks, which contains details of actions that need to be taken to bring about the necessary improvement.

Improvements since the last inspection

No improvements have been made since the last inspection.

Complaints since the last inspection

Actions raised at the last unannounced investigation visit dated 20 August 2010 have not been addressed.

THE QUALITY AND STANDARDS OF THE CARE

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WHAT MUST BE DONE TO SECURE FUTURE IMPROVEMENT?

The quality and standards of the care

British Forces Early Years Service is taking **enforcement action** to safeguard the welfare of children.