



Parents and Carers Support Organisation (PACSO)

Inspection report for early years provision

Unique Reference Number	401961
Inspection date	23 August 2006
Inspector	Michele, Karen Beasley
Setting Address	The Venue, Spur Road, Quarry Lane Industrial Estate, Chichester, West Sussex, PO19 8UD
Telephone number	07732 725232
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Registered person	PACSO
Type of inspection	Childcare
Type of care	Out of School care

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 outstanding. The registered person meets the National Standards for under 8s day care and childminding.

WHAT SORT OF SETTING IS IT?

The Parent and Carers Support Organisation has been registered since 2001 and is held in The Venue, Spur Road, Quarry Lane Industrial Estate in Chichester. At present the organisation offers an after school club during term times on a Tuesday from 15:30 - 17:30 and a play scheme in August that runs for two weeks from 10:00 - 15:30. The group also run a Saturday club from 10:00 - 12:00 on announced monthly dates throughout the year. The number of children on roll varies.

The aim of the organisation is to offer respite care to families in the community who have children with special needs and to give siblings the opportunity to accompany them. The registration is for a maximum of 50 children under the age of eight years and over the age of four years. Staffing levels are dictated by the needs of the children and parents may remain with children if they wish. A wide variety of activities are available including a separate sensory room. More than half the staff team are qualified and have a first aid certificate.

THE EFFECTIVENESS OF THE PROVISION

Helping children to be healthy

The provision is outstanding.

Children's dignity is meticulously assured because staff are extremely sensitive to children's feelings when assisting with personal care. Children take pride in achieving some independence in self-care skills, which are encouraged by staff. Children delight in the wonderful variety of activities that contribute to their good health. For example, they have opportunities to play in pop up tents and wheel chair users can take other children for rides on the back of their wheelchairs with adapted equipment if they choose. Children are animated and very excited when participating in pirate themed drama workshops and using the huge inflatables which enables them to jump, land and crawl without fear of hurting themselves.

Children enjoy mealtimes which are very sociable occasions. Staff are extremely vigilant in supervising children when they are eating and offer sensitive support when necessary, to ensure that children eat enough and do not choke. The nurse administers medication and specialist feeds with discretion and without interrupting children's activities. Detailed care plans are followed and effective records are kept, which ensures children's health and welfare are assured.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Children gain from using a variety of rooms which provide a range of superb experiences. For example, children can relax in the sensory room, participate in themed workshops or join their friends in the main hall. The hall and sensory room are exceptionally well presented for the children with home made pirate base areas, colourful drapes and banners. Staff are extremely cheerful and friendly, and children respond to them with enthusiastic greetings; they settle quickly. Children immensely enjoy the relaxed atmosphere where popular music plays in the background and live video footage of the children playing is beamed onto large screens above the stage so the children can see themselves. Children's comfort is assured during hot weather, as staff provide large fans indoors; these create sufficient ventilation.

Children benefit from a superb wide range of toys and equipment and they are very enthusiastic in their play. They particularly enjoy playing with a range of equipment which stimulate their senses such as fibre optic and interactive toys.

Children's safety is regarded as paramount as staff attend a detailed induction in the rigorous health and safety procedures. For instance, they follow clear policies and procedures for risk assessment and learn about the safe lifting and handling of children. Children take part in regular fire drills which are recorded and evaluated. This means that they are familiar with the routine and the premises are evacuated quickly. Children's safety is further assured as visitors to the setting are required to sign in and wear badges, and the premises are secure.

Children are protected because staff have an exceptional understanding of their roles and responsibilities with regard to child protection. There are clear procedures and the staff show a very clear understanding of how to put appropriate procedures into practice when necessary.

Helping children achieve well and enjoy what they do

The provision is outstanding.

Children relish their time at this setting. They eagerly join in with organised activities and achieve optimum pleasure because staff are proactive in sensitively helping children to be as free and independent as possible. This empowers children. Staff are inspiring and totally dedicated, and their enthusiasm is extremely infectious; children respond to this enthusiasm with great delight. Staff are resourceful and this means that all children can take part in activities regardless of their limitations. For example, they all participate in role play with props to look for treasure under the sea and on land. All the children have a self chosen character to play and children's laughter and squeals of delight echo around the room, as they make a willing child walk the plank.

Staff are exceptionally sensitive to children's slightest responses and this means that they are fully aware of when children want to play and when they want to be quiet. As a result, they know when children need to relax totally, and take them to the comfortable and well-equipped sensory room. For example, children enjoy watching the fibre optic lights change colour, marvel at the bubble tube and delight in the feel of cooked spaghetti and oats on their hands. Staff understand that children need opportunities to experience freedom from adults. As a result, parts of the sensory room are partitioned by curtains and this gives children the illusion of unsupervised solitude and tranquillity. This is a setting which is filled with joy and laughter, whilst maintaining a balance of sensitive holistic care.

Helping children make a positive contribution

The provision is outstanding.

Children learn to appreciate and value each other's similarities and differences because the setting promotes inclusion by allowing siblings to attend the scheme. Children explore the similarities and differences between each other because staff respond to children's natural curiosity in an extremely positive, informative and matter-of-fact way. All children benefit enormously from this inclusive environment, where the combination of abilities enhance children's perceptions of the world around them.

Children's positive behaviour is encouraged by use of exceptional praise and encouragement. Staff seek to understand and recognise the situations that trigger difficult behaviour and are very proactive in distracting children, avoiding major tantrums. For example, they recognise when children are tired or need to be quiet; staff make good use of additional resources which they know will calm a child down.

Children's well-being is significantly supported by an excellent partnership with parents; parents' views about their child's needs and interests are sought before the child starts at the setting. Staff listen to parents and share information sensitively and honestly. This means that children benefit from consistent care as staff work with parents and carers to ensure continuity. The setting provides parents with a copy of the scheme's policies and procedures and a daily book, complete with photographs and information about their child's day. Parents and carers are incredibly glowing about the playscheme also appreciating the enthusiasm of the staff.

Organisation

The organisation is outstanding.

Children are protected because the setting has robust recruitment, vetting and induction procedures. Staffing ratios are exceptionally generous and children receive continuity of care and security through the effective key worker system. Staff are very experienced in caring for children and some of the staff know the children well because they work with them in other professional roles outside of the playscheme.

Children's health and welfare is underpinned by the effective use of documentation and parental consents. The scheme has produced a wide range of detailed and robust policies and procedures which ensure that staff understand their role and responsibilities to children, and parents understand the provision. The setting meets the needs of the range of children for whom it provides.

Improvements since the last inspection

Not applicable.

Complaints since the last inspection

There have been no complaints to report to Ofsted since 1 April 2004.

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 outstanding. 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

No recommendations for improvement are made because the quality and standards of care are outstanding.

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