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First Step Nursery Day Care  
52 Deptford  
Broadway  
Deptford  
London  
SE8 4PH

Our Reference EY422898

Dear Ms Mary Iyangbe Idiaghe

### **Outcome of monitoring visit for provision judged as inadequate**

An Ofsted inspector, Jennifer Fisher, carried out a monitoring visit of your provision on 13/08/2013. This visit follows on from your inspection where the provision was judged to be inadequate.

### **Outcome of the visit**

As a result of our inspection on 19/06/2013, we sent you a welfare requirements notice.

The welfare requirement notice under the Early Years Foundation Stage Welfare Requirements required you to ensure that the child protection policy and procedure is implemented, following the local procedures, and that the designated person's role is understood and followed; ensure only suitable people who have been checked by Ofsted, carry out the roles and responsibilities of the provider and manager within the provision in order to safeguard children effectively; develop the effectiveness of the key person system, ensuring that staff have sufficient knowledge of how to meet babies' emotional and physical needs, so each child feels safe and secure and can rest, sleep and play as they need; ensure all staff understand how to implement the behaviour management policy and procedures, in order to model suitable behaviour to children, particularly with regard to when to use physical interventions and appropriate voice levels, such as at meal times for the older children, so children learn to talk rather than shout at such times.

Actions raised in the notice to improve asked you to; improve the staff teams' knowledge and understanding of how to implement the programme for children's personal, social and emotional development, planning group activities suited to babies' stages of development, and providing older children with a calm environment during and after meal times, making sure they know what is expected of them.

At the first monitoring visit on 13 August 2013, the regulatory inspector found,

through observation, discussion and documentation, that the welfare requirement notice to be completed by 12 August 2013 had been met.

Having considered all the evidence, the inspector is of the opinion that at this time the setting is making satisfactory improvement overall.

To further improve the early years provision the registered person should:

- improve the staff teams' knowledge and understanding of how to implement the programme for children's personal, social and emotional development by planning group activities suited to babies' stages of development, and by providing older children with a calm environment during and after mealtimes, making sure they know what is expected of them. 16/10/2013
- Ensure that every child's learning and care is tailored to meet their individual needs 16/10/2013
- review the arrangements for feeding babies to ensure that the individual needs of all babies are met and that staff fully understand the role of the key person in meeting the individual needs of babies 16/10/2013
- review the procedure for the safe storage and disposal of medication and ensure that this is followed 16/10/2013
- ensure that the facilities for storage of babies food are hygienic and safe, and that this is followed and fully understood by staff, including the procedures and facilities for the safe storage of food in the fridge 16/10/2013
- ensure that all the equipment used for babies, especially cots and chairs are safe and hygienic for children to use 16/10/2013
- review risk assessment procedures to ensure that they identify all areas that need to be checked on a daily basis and that sufficient steps are taken to identify and reduce or minimize risks to children 16/10/2013
- ensure that all staff have a clear understanding of risk assessment that they accurately follow health and safety procedures and accurately record any procedures that are in place 16/10/2013

### **Overall effectiveness of the improvement and outcomes for children**

The regulatory inspector found that you have met actions that were raised within the timescales and that you are making progress in meeting the action to be completed by 09 September 2013. The manager, who is the designated person for safeguarding has a clear understanding of safeguarding and of the responsibilities of the designated lead for safeguarding. The manager is booked to attend a level two safeguarding course with the local authority. Staff have been given a copy of the safeguarding policy and have been reminded of the procedures to follow, they

demonstrate an understanding of the designated persons role, and you demonstrated a clear understanding of this. You have met with staff members to refresh them about their roles and responsibilities. Staff who have not been checked are not left alone unsupervised with children. You are now clear about your overall responsibility for the setting and a clearer understanding of your responsibility to meet the legal requirements. You have reviewed the effectiveness of the key person system by planning to carry out home visits and creating picture books for use at home and in the setting to help children during the settling in process. Some staff are clearer of their roles and in the toddler room, improvements have been made to mealtimes to create a calmer and more relaxed atmosphere. There is continuous monitoring of the key person system; and systems are not fully imbedded throughout the nursery. The key person system is not yet effective in the baby room, specifically during mealtimes. You have arranged training for all staff on behaviour management and have met with all staff to discuss the behaviour management policy, including on the tone of voice used by staff and how children talk to each other. Staff members are clear about appropriate conduct towards children and plans are in place to monitor practice within the setting.

Additional concerns were raised at the time of the visit, this is because, the inspector found that arrangements for feeding babies does not meet the individual needs of all babies; the procedure for the safe storage and disposable of medication is not followed; areas of the baby room, including the fish tank, and entrance into the garden area were not safe and insufficient steps taken to reduce or minimise risks to children; areas of the toddler room, including trailing blind cords and wires were not safe and insufficient steps taken to reduce or minimise risks to children; the equipment used for babies is not safe for children to use or hygienic; the risk assessment is not effective and does not clearly identify hazards that need to be checked on a daily basis and steps taken to remove or minimise these risks, furthermore they are not completed accurately by staff and the facilities for the safe storage of babies food are not hygienic or safe, this is because the fridge is not kept at the correct temperature and staff are not clear of correct procedures.

You took immediate action to make the blind cords and trailing wires safe, a further welfare requirement notice was raised at this visit which requires you to: Ensure that every child's learning and care is tailored to meet their individual needs; review the arrangements for feeding babies to ensure that the individual needs of all babies are met and that staff fully understand the role of the key person in meeting the individual needs of babies; review risk assessment procedures to ensure that they identify all areas that need to be checked on a daily basis and that sufficient steps are taken to identify and reduce or minimize risks to children; ensure that all staff have a clear understanding of risk assessment that they accurately follow health and safety procedures and accurately record any procedures that are in place; ensure that the equipment used for babies is safe and hygienic for children to use. A further notice to improve was also raised that asks you to: review the procedure for the safe storage and disposable of medication and ensure that this is followed; ensure that the facilities for storage of babies food are hygienic and safe, and that this is followed and fully understood by staff, including the procedures and facilities for the safe storage of food in the fridge.

## **Next steps**

Having considered all the evidence the inspector is of the opinion that at this time:

- The setting has made satisfactory progress in addressing the points for improvement. The next visit will be a further monitoring visit.

I hope that you have found the visit helpful in promoting improvement in your setting. If you have any further queries please contact us on the number at the top of this letter.

Yours sincerely

Susan Gregory HMI  
National Director, Inspection Delivery

**For the attention of:** Compliance, Investigation and Enforcement Team.

### Reply slip

Name and Address of setting:

First Step Nursery Day Care  
52 Deptford  
Broadway  
Deptford  
London  
SE8 4PH

### ACTIONS

Please complete the box below to show what you have done in order to meet the action required:

Action Required	Action Taken	Date Completed
improve the staff teams' knowledge and understanding of how to implement the programme for children's personal, social and emotional development by planning group activities suited to babies' stages of development, and by providing older children with a calm environment during and after mealtimes, making sure they know what is expected of them.		
Ensure that every child's learning and care is tailored to meet their		

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individual needs		
review the arrangements for feeding babies to ensure that the individual needs of all babies are met and that staff fully understand the role of the key person in meeting the individual needs of babies		
review the procedure for the safe storage and disposal of medication and ensure that this is followed		
ensure that the facilities for storage of babies food are hygienic and safe, and that this is followed and fully understood by staff, including the procedures and facilities for the safe storage of food in the fridge		
ensure that all the equipment used for babies, especially cots and chairs are safe and hygienic for children to use		
review risk assessment procedures to ensure that they identify all areas that need to be checked on a daily basis and that sufficient steps are taken to identify and reduce or minimize risks to children		
ensure that all staff have a clear understanding of risk assessment that they accurately follow health		

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and safety procedures and accurately record any procedures that are in place		
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Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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