

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231
Fax: 0300 123 3159
Minicom: 0161 618 8524
Email: enquiries@ofsted.gov.uk
Web: www.ofsted.gov.uk



Dizzy Ducks Day Nursery Ltd
Harlow Leisurezone
Second Avenue
Harlow
Essex
CM20 3DT

Our Reference EY399612

Dear Mrs Sian Elizabeth Nisbett

Outcome of monitoring visit for provision judged as inadequate

An Ofsted inspector, Cheryl Langley, carried out a monitoring visit of your provision on 02/12/2013. 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 31/08/2013, we sent you a welfare requirements notice.

This Welfare Requirement Notice required you to: implement a policy and procedure for administering medicines which must include systems for obtaining information about a child's needs for medicines and for keeping this information up-to-date (Early Years Foundation Stage Safeguarding and Welfare Requirements, Health, medicine 3.43) and ensure that written records are kept of all medicine administered to children and provide training for staff where the administration of medicine requires medical or technical knowledge (Early Years Foundation Stage Safeguarding and Welfare Requirements, Health, medicine, 3.44). These actions were to be met by 11 October 2013.

You were also served with a Notice to improve which required you to: improve the two-way exchange of information with parents and carers to help ensure the needs of all children are met (Early Years Foundation Stage Safeguarding and Welfare Requirements, Information and Records, 3.67); ensure that providers inform parents and carers how they can share learning at home (Early Years Foundation Stage Safeguarding and Welfare Requirements, Information for parents and carers 3.72); implement effective performance management systems to improve the supervision of staff and to monitor staffs' ability and suitability to fulfil requirements of their roles working with children (Early Years Foundation Stage Safeguarding and Welfare Requirements, Staff qualifications, training, support and skills 3.19); ensure that all staff have appropriate training, skills

and knowledge, and a clear understanding of their roles and responsibilities within the requirements of the Statutory framework for the Early Years Foundation Stage (Early Years Foundation Stage Safeguarding and Welfare Requirements, Staff qualifications, training, support and skills 3.18); ensure that children are provided with meals that are healthy, balanced and nutritious and that children's special dietary requirements are met (Early Years Foundation Stage Safeguarding and Welfare Requirements, Food and drink 3.45); ensure observations and assessments are carried out and kept up to date, to enable staff to understand children's level of achievement, interests and learning styles, and to then effectively plan challenging learning experiences for each child reflecting those observations, (Learning and Development Requirements LD1); develop the planning to ensure that educational activities for children promote their development across all seven areas of learning with the provision of challenging adult-led and child-initiated activities (Learning and Development Requirements LD3) and with reference to the compulsory and voluntary parts of the Childcare Register keep records and retain them for a period of two years of any medicine administered to any child who is cared for on the premises, including the date and circumstances and who administered it, including medicine which the child is permitted to self-administer, together with a record of a parent/guardian/carer's consent.

At the monitoring visit on the 14 October 2013 we found that the Welfare Requirement Notice had been met. Systems to ensure children are given medication as and when required to keep them safe and healthy are implemented. Staff are made aware of the storage procedures, records to be kept and how to communicate between staff and parents to make sure children have their individual health plans adhered to, regardless of where they are in the nursery.

Staff were undergoing training and support to improve the way they observe children and use this information to plan for their next steps in learning and development. This included planning play and routines which suited children's individual learning styles and abilities. Rooms had been reorganised to create new spaces to cover different areas of learning. Further training courses had been arranged for staff to update and improve their knowledge and understanding of the Early Years Foundation Stage Safeguarding and Welfare Requirements and Learning and Development. This was an area to be monitored at the next visit.

Menus were changed to make sure more nutritious and attractive meals are offered to the children. More staff had training in food hygiene. Parents were made aware of the new meals available. Management and staff had a positive attitude to develop their practice and were working hard to meet the actions to improve outcomes for children.

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

Overall effectiveness of the improvement and outcomes for children

At the monitoring visit on 2 December 2013 marked improvement has been made to the way observation is recorded and linked to planning to inform children's next step in learning and development. Effective systems have been devised to include children's interests and choices in planned activities and play. Staff are monitored to make sure observation and assessment is kept up to date so that children's learning is promoted at all times and parents are provided with relevant information. A range of information is provided to encourage parents to support children's learning at home and at the nursery, and there has been a positive response to this. The steps taken to keep children safe when medication is administered are adhered to.

Staff have worked hard to update their knowledge and skills to meet the requirements of the Early Years Foundation Stage Safeguarding and Welfare Requirements. They are supported by the Leadership and Management team with effective supervision and appraisal systems and have been provided with appropriate training. Rooms and resources have been reorganised to encourage independence and choice. New equipment has been added to develop imaginary play and promote learning across all areas. Staff are friendly and enthusiastic. Children are well supported by staff that are attentive and show an interest in them. Babies were observed taking their first steps and appear happy exploring their environment. More able children balance with confidence in the outside area and enjoy making marks with chalk. Interesting and challenging play activities are developed as a result of children's ideas and interests. For example, children's curiosity in the weather is ignited by enjoyable stories; this is then used to extend their learning by finding out what happens to ice when it melts. The Welfare Requirement Notice and Notice to Improve have been met and staff are meeting the Early Years Foundation Stage Safeguarding and Welfare Requirements. Staff continue to build on these improvements. As a result no further monitoring visits are required.

Next steps

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

- The setting has made satisfactory improvement. The next visit will be a full inspection.

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