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First Step Nursery Day Care
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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 23/10/2013. 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.

As a result of our inspection on 19 June 2013, we sent you a welfare requirement notice that 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.

We also sent you a notice to improve that required 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 second visit of 13 August 2013, a further welfare requirement notice was

raised which required 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 asked you to: 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.

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

On the third monitoring visit of 23 October 2013, the regulatory inspector found that you have met actions that were raised within the timescales and that you are making progress in meeting the actions set.

Improvements have been made to the arrangements for the role of the key person to ensure that every child's learning and care is tailored to meet the children's individual needs. This is being monitored by the manager. To further increase staff members understanding of the role of the key person, there is a planned training day on the role of the key person.

The arrangements for lunch time feeds for babies has been reviewed to ensure that the key person is fully engaged with the child and that the child has one person, usually the key person to assist them with meals. Staff members interact positively with the children during meal times and are attentive to their needs. The arrangements for babies during tea time need to be reviewed to ensure that they are monitored and adequately supervised during this time.

The equipment used for babies, such as cots, highchairs and bedding have been made safe and any faulty or broken equipment has been removed or disposed of. Staff are beginning to carry out checks on equipment used for babies to ensure that it is safe. Procedures have been put in place to ensure that children have their own individual bedding to ensure good hygiene practices are followed. To further improve, staff need to ensure that the hand and face washing practices for babies ensure good hygiene and prevent cross contamination.

Improvements have been made to risk assessment procedures within the setting; risk assessment has been reviewed and updated and is now specific to the setting and include outdoor and indoor areas. Daily checks are being undertaken and hazards identified and steps taken to reduce and minimise the risks to children. Staff have a better understanding of risk assessment and are appropriately carrying out checks. The risks identified at the last visit, such as hanging cords, flooring and arrangements for the safe storage of food in the baby room have all been addressed. Monitoring procedures require further improvement to ensure that staff fully understand risk assessment and to make sure procedures are implemented and fully imbedded into practice.

Improvements have been made to the staff team's knowledge and understanding of how to implement the programme for children's personal, social and emotional development group activities are planned and implemented that are suited to babies' stages of development, this is being closely monitored by the manager. The arrangements in the toddler room during and after mealtimes is still under review and improvements need to be made to ensure that there is a calm and organised environment for children.

A medication cupboard is now kept to ensure the safe storage of medication and members of staff have been instructed to ensure that this is followed. This needs to be monitored to ensure that procedures are fully imbedded into practice.

The facilities for storage of babies food have been improved and they are now stored in a more hygienic and safe way. Staff have a better understanding of safe and hygienic food storage. This needs to be monitored to ensure that procedures are fully imbedded into practice.

The arrangements to ensure improve the staff teams' knowledge and understanding of how to implement the programme for children's personal, social and emotional development is improving and staff are observing children and planning for their next steps in this area. This is under constant review and the setting is working closely with the early years' team to continue to make progress. An action plan has been devised and is being regularly updated, however it does not include how progress will be measured and fully imbedded to ensure sustained progress, further improvements are needed to ensure that progress sustained.

Staff and managers understanding of safeguarding and child protection has improved and positive steps have been taken to ensure that child protection procedures are fully understood and implemented. All staff have now completed up to date training, this includes managing allegations.

The systems to ensure that practitioners and any person who is likely to have regular contact with children have been improved and managers have a better understanding of this. The managers have attended training on safe recruitment and suitability processes, and systems to ensure the on-going suitability of staff are being implemented within the setting. The manager is clear of the disqualification regulations and systems are being introduced to check the on-going suitability of

staff in line with these regulations. These systems are in their early stages and need to be fully implemented and imbedded into practice. More robust recruitment processes have been implemented to ensure that children are safeguarded and staff are suitable.

Behaviour management techniques in the setting have improved and staff are engaged with children and demonstrate an understanding of appropriate techniques to manage children's behaviour, including appropriate conduct of staff. The atmosphere in the baby room and pre-school rooms is much calmer and staff are attentive to the needs of the children and manage behaviour well and in a calm manner. Further improvements are needed to the toddler room, particularly to ensure that there is a calm and well organised environment after mealtimes.

The new systems being used are yet to be fully embedded and evaluated and further improvement is needed, consequently, a further monitoring visit will be carried out to check the sustainability of the progress made.

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