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Bright Eyes Day Nursery -
Cheltenham
Knapp Villa
6 Knapp Road,
Cheltenham,
Gloucestershire
GL50 3QQ

Our Reference 101879

Dear Mrs Shirley Flook

Monitoring for provision judged as inadequate

An Ofsted inspector, Esther Gray, monitored your provision on 17/02/2014 following your inspection where the provision was judged to be inadequate.

Outcome of monitoring

As a result of our inspection on 11/09/2013, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

The welfare requirement notice identified steps you must take to improve the quality of the care and learning provided for children in the nursery as follows: ensure people whose suitability has not been checked, including a criminal record check through the disclosure and barring service, do not have unsupervised contact with children being cared for, implement effective systems to ensure that practitioners, and any other person who is likely to have regular contact with children, are suitable, including obtaining references, conduct thorough on-going risk assessments to minimise risks to children, ensure the premises are kept clean and the resources arranged to be welcoming to children and take reasonable steps to ensure the safety of children, staff and others by ensuring staff and children are familiar with the procedure to evacuate the premises in case of fire or any other emergency.

In addition a notice to improve was also issued identifying further actions to be undertaken to ensure the welfare of children as follows: ensure staff have the necessary training and skills for their role, including training in safeguarding children and food hygiene, share information with parents about their child's progress and how they can share learning at home and review children's progress between the age of two and three years and provide parents with a written summary of their child's development.

There were some actions to be undertaken with a longer time frame which were

monitored during a second monitoring visit: increase staff's knowledge of the learning and development requirements in order for them to apply a successful system of observation, assessment and planning to make sure that activities build on what children already know and can do and help them make progress in all areas of learning and put in place effective systems for the induction, supervision and development of all staff, to ensure they are aware of their roles and responsibilities, particularly concerning children's development and well-being and to promote continuous improvement.

During the monitoring visit carried out on 18 November 2013 the inspector found that satisfactory steps have been taken to address the priority actions identified in the welfare requirement notice. All staff have been checked using the Disclosure and Barring Service and their identity is checked to ensure that they have a clear record. The manager has also rechecked references and set up systems to carry out a new induction for all staff being employed, to be sure that they have all seen and read the revised policies and procedures, for example in child protection. As a result, parents and carers can be more confident that the staff caring for their children have been checked and are suitably qualified to do so. Improvement has been made in the management of the files to ensure that it is clear who has checked the staff identity and verified that they are cleared and the actions required in this respect are met.

It was found during the second monitoring visit carried out on 17 February 2014 that although the manager has revised the systems being used to check identified risks on a daily basis and staff are diligently completing the checks which the manager is monitoring, there continues to be some aspects that have not yet been assessed. Resources used in activities and radiator covers being removed for painting are not adequately assessed to eliminate risk to children. Although equipment being used is assembled and used in accordance with manufacturer's instructions has improved since the last visit, there remain some aspects of the investment in renewing and discarding old split sleeping mats which remain of concern. There are sufficient resources for children, however some are old and need reappraisal as to their quality, in driving the necessary improvement in learning and education.

The review of the deployment of staff to see if staff can make better use of the hours they work appears to be working and the manager or deputy have supernumerary time, which is an improvement, to allow them to carry out managerial tasks. The changes in systems are also now enabling staff to ensure areas of the nursery are kept clean. The satisfactory start at meeting the welfare requirements of the statutory framework of the early years foundation stage has been sustained and during the second visit it was found that all areas of the nursery used by children have been cleaned. The concern about damp in the basement where babies are playing and sleeping and areas where rust is found on radiator covers and bedding, which felt cold to touch, was improved during the second monitoring visit. The baby area had lost the musty smell and was warmer, although the use of space across the nursery requires a further review. During the visit carried out on 17 February 2014, the baby room in the lower ground floor was not being

used and concern arose about the type of activities offered to babies and toddlers sharing the same space on the ground floor, where some children are more static and others moving around very quickly posed risk to those less able to move out of their way. Further work is required to fully ensure that all areas and resources are maintained and sustained to a satisfactory level of cleanliness and warmth.

The local authority advisory body have continued in supporting the manager and child care practitioners in developing an action plan to prioritise the steps they need to take next and they have supplied the manager with the information required to develop a training matrix for each member of staff. The practitioners, meanwhile, have reviewed their knowledge of safeguarding by holding a quiz during staff meetings, to be confident that they can follow the revised child protection policy. It is clear that there is always a member of staff on site who has a first aid qualification and other staff have been booked onto a refresher course. Food is normally supplied by an outside supplier although this arrangement has recently halted and staff trained in food hygiene have been cooking meals temporarily on site. The setting holds a food hygiene rating at level 4, carried out by the local authority arm of the Health and Safety Executive. Staff follow suitable guidelines when serving children hot food. The parents evening and other methods of ensuring parents are kept informed have been sustained and further improved and continues to include the adventures of a bear that goes home with children. Babies have daily diaries to enable parents to be confident that their individual care plans are being met.

During the monitoring visit of the 17 February an assessment of the action taken in terms of those notices with a later date was undertaken. It was found that staff demonstrated improvement in how they have reviewed the methods of observation and assessment and recorded these in the learning journals. Weakness remains in the outline of the learning intention from the activities planned following the observation. It is not clear for practitioners to follow or parents to understand. The analysis of what they have noted and deduced from the observation has not identified what children will benefit from or why they are taking the next step. The records sampled in both toddler and pre-school rooms only show what activity they intend to put in place in the next steps sections of the records and not what the learning intention is. This remains a work in progress and the manager is developing staff skills through the on-going supervision sessions and training she has arranged with the aid of the local authority support services.

Overall it was found that improvement had been sustained and further improvement made in areas such as in risk assessment. However, there is a general lack of urgent response to replacing tired or worn out resources, such as, split mats for children to lie upon and risks which arise such as a radiator guard, removed by the administrator without reference to the manager, who had to quickly assess the heat from the radiator in the hall way but failed to take adequate steps immediately to turn that radiator temperature down. Children arriving were at risk of burning themselves on that radiator as they entered unaware that the cover had been removed. There remain some issues relating to risk assessment of activities organised for children. For example, a child was seen in toddler room waving a long bamboo cane around

dangerously close to a less mobile baby on the floor.

Although there remains much work to be done, sufficient steps have been taken that, by the time of the next inspection, this setting could be raised to a judgement of 'requires improvement' or better, therefore the next step will be full inspection.

Having considered all the evidence, the inspector is of the opinion that the setting has taken prompt and effective action to address the points for improvement.

Next steps

The next step 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

Nick Hudson
National Director, Early Education

Actions

Action	Due date	Closed date
put in place effective systems for the induction, supervision and development of all staff, to ensure they are aware of their roles and responsibilities, particularly concerning children's development and well-being and to promote continuous improvement	30/09/2013	17/02/2014
increase staff's knowledge of the learning and development requirements in order for them to apply a successful system of observation, assessment and planning to make sure that activities build on what children already know and can do and to help them make progress in all areas of learning	30/11/2013	17/02/2014
ensure staff have the necessary training and skills for their role, including training in safeguarding children and food hygiene	12/10/2013	17/02/2014
review children's progress between the age of two and three years and provide parents with a written summary of their child's development	12/11/2013	17/02/2014
share information with parents about their child's progress and how they can share learning at home	12/11/2013	17/02/2014
establish effective systems to ensure that the registered person, the manager of the provision and any person caring for, or in regular contact with, children is suitable to work with children which must include obtaining an enhanced Criminal Records Bureau check; is of integrity and good character; has skills and experience suitable for the work (compulsory part of the Childcare Register)	12/09/2013	17/02/2014
ensure Ofsted is informed of the appointment of a new manager (voluntary part of the Childcare Register)	12/09/2013	17/02/2014
establish effective systems to ensure that the registered person, the manager of the provision and any person caring for,	12/09/2013	17/02/2014

or in regular contact with, children is suitable to work with children which must include obtaining an enhanced Criminal Records Bureau check; is of integrity and good character; has skills and experience suitable for the work (voluntary part of the Childcare Register)

ensure Ofsted is informed of any change to the provider's name, address or telephone number (compulsory part of the Childcare Register)	12/09/2013	17/02/2014
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ensure Ofsted is informed of any change to the provider's name, address or telephone number (voluntary part of the Childcare Register)	12/09/2013	17/02/2014
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ensure Ofsted is informed of the appointment of a new manager (compulsory part of the Childcare Register)	12/09/2013	17/02/2014
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