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First Step Nursery Day Care  
52 Deptford  
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London  
SE8 4PH

Our Reference EY422898

Dear Mary Iyangbe Idiaghe

### **Monitoring for provision judged as inadequate**

An Ofsted inspector, Jennifer Fisher, monitored your provision on 18/03/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 19/06/2013, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

The welfare requirement notice 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.

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 were making progress in meeting the actions set. The inspector found that you were making progress, however, the new systems being used were yet to be fully embedded and evaluated and further improvement was needed, consequently, a further monitoring visit was required.

On 18 December 2013, following a notification of a serious injury to a child, an inspector carried out an unannounced visit, a further welfare requirement notice was raised which required you to: 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 arrangements and procedures for health and safety are fully understood by all staff and staff follow the settings own procedures; ensure that there are clear guidelines in the event of serious accidents and injuries; take all reasonable steps to ensure the safety of all children, especially with regard to the internal doors in the setting; review risk assessment procedures to ensure that they are specific to the setting and 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 records clearly identify where staff are deployed and who looked after the children; ensure that there are arrangements in place for supervision and monitoring of the manager to ensure that procedures are followed and monitored effectively; ensure that children are adequately supervised, especially in the baby room and that staff are deployed effectively to meet the needs of children and ensure their safety; ensure the procedures for monitoring accidents and how they are recorded is effective and that accident records are accurate and have the necessary detail and ensure that the arrangements for a named first aider is clear at all times.

On the fourth monitoring visit of 07 January 2014, the regulatory inspector found that you had met actions that were raised in the welfare requirement notice on 18 December 2013 within the timescales and decided that a further monitoring visit was needed to check the progress on all of the previous actions set.

On the fifth monitoring visit of 18 March 2014, the regulatory inspector found that the child protection policies and procedures are clear and fully understood by staff. Staff have completed up to date training. The new manager is due to attend training on the role of the designated person.

The systems to ensure that practitioners and any person who is likely to have regular contact with children have been established and this is understood by managers. You have attended training on safe recruitment and suitability processes, and systems to ensure the on-going suitability of staff is established and in line with the disqualification regulations. Recruitment processes are robust and ensure that children are safeguarded and staff are suitable.

The key person system has been fully implemented into the setting to ensure that every child's learning and care is tailored to meet the children's individual needs. Staff have attended training and they are aware of their role as key person. Staff work with parents and systems are in place to establish links between home and nursery. The settling in procedure for babies has been established and staff carry out home visits as a result staff are able to plan and respond to individual children physical and emotional needs. The arrangements babies' meal times ensures 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; offering appropriate support and they are attentive to the needs of the children.

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. As a result, the atmosphere in the group rooms is calm and children are well behaved.

Risk assessment procedures are in place within the setting. They are specific to the setting and identify areas that need to be checked on a regular basis. You have taken steps to reduce, minimise and manage risks to children. Steps have been taken to review the safety of all internal doors and they have been fitted with finger guards and door stoppers to ensure that hazards are reduced and minimised. Risk assessments and daily safety checks are understood and followed by staff and steps are taken to reduce, minimise and manage any hazards or risks that are identified. These procedures continue to be monitored by the management and there is further health and safety training booked for the staff team to attend.

You have reviewed your health and safety policy and there is a clear policy in place. The policy and procedures have been shared with staff. There are clear guidelines in place in the event of a serious accident or injury and staff are clear of the procedures to follow. You have revised the accident report forms to include more detailed information. These are monitored regularly to ensure that they contain accurate and necessary detail. You have reviewed your arrangements for first aid to ensure that there is a named first aider present at all times and that staff are fully aware of who

this is at all times. 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 carry out regular checks on equipment used for babies to ensure that they are safe. Procedures have been put in place to ensure that children have their own individual bedding to ensure good hygiene practices are followed. Hand and face washing practices for babies ensure good hygiene and prevent cross contamination. Medication is kept and stored securely and safely. Babies' food is kept in a hygienic and safe way and staff are clear about safe and hygienic food storage.

You have system in place that clearly records where staff are deployed and easily identifies who looked after the children attending. The way that staff are deployed in the baby room has been reviewed and systems now ensure that priority is given to ensuring babies are well supervised and safe. Menial tasks are only carried out when staffing arrangements allow and during quiet times.

There are supervision, and monitoring arrangements for all staff, including the manager which includes support, coaching and training. The systems for supervising the manager ensure accountability and continuous improvement.

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.

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 has improved and staff are observing children and planning for their next steps in this area. The arrangements in the toddler room during and after mealtimes have been reviewed to ensure that there is a calm and organised environment for children. This is under constant review and the setting is working closely with the early years' team to continue to make progress.

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.

Our Reference EY422898

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
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;W10.5 information about the provider- ensure that records clearly identify where staff are deployed and who looked after the children	02/01/2014	18/03/2014
ensure that the arrangements and procedures for health and safety are fully understood by all staff and staff follow the settings own procedures	02/01/2014	18/03/2014
ensure that there are clear guidelines in the event of serious accidents and injuries	02/01/2014	18/03/2014
take all reasonable steps to ensure the safety of all children, especially with regard to the internal doors in the setting	02/01/2014	18/03/2014
review risk assessment procedures to ensure that they are specific to the setting and 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	02/01/2014	18/03/2014
ensure that records clearly identify where staff are deployed and who looked after the children	02/01/2014	18/03/2014
ensure that there are arrangements in place for supervision and monitoring of the manager to ensure that procedures are followed and monitored effectively.	02/01/2014	18/03/2014
ensure that children are adequately supervised, especially in the baby room and that staff are deployed effectively to meet the needs of children and ensure their safety	02/01/2014	18/03/2014
ensure the procedures for monitoring accidents and how they are recorded is effective and that accident records are accurate and have the necessary detail	02/01/2014	18/03/2014

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ensure that the arrangements for a 02/01/2014 18/03/2014  
named first aider is clear at all times