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Grove Hall Nursery Limited  
Grove Hall Nursery  
59 Balham Grove  
LONDON  
SW12 8BD

Our Reference EY416962

Dear Grove Hall Nursery Ltd

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

An Ofsted inspector, Cheryl Walker, monitored your provision on 04/04/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 12/06/2013, we sent you a welfare requirements notice. The actions you were set are included at the end of this letter.

The welfare requirements notice required you to:

make sure the staffing arrangements meet the needs of all children and ensure their safety; ensure that children are adequately supervised; meet the ratio requirements that apply to the total number of staff available to work directly with children; improve the key person system in order that every child's care is tailored to meet their individual needs- with particular regard to children's emotional well-being, meal arrangements and nappy changing routines; ensure the manager has a clear understanding of her roles and responsibilities; and to improve the range of suitable resources available to young children in the setting and organise these in a way that meets their needs.

In addition to the welfare requirements notice, you were also issued a notice to improve which asked you to:

provide challenging and enjoyable activities and experiences for all children across all seven areas of learning and development; ensure children's development is guided by providing a broad range of stimulating and accessible resources and making sure that resources are relevant to children's interests, and by arranging flexible indoor and outdoor space; and to ensure fresh drinking water is available and accessible to children at all times.

The visit carried out on 22 July 2013 found that the issues raised in the welfare

requirements notice had been met. Satisfactory progress had been made in this respect, although more progress was expected with regard to the provision of suitable resources for all children. The actions relating to children's learning and development were being progressed but not fully met. The actions were therefore re-set and these areas continued to be monitored through inspection, to ensure a sustained improvement. Children were seen to have access to readily available water for refreshment.

However, on arrival to the setting at that visit, the Inspector was able to gain unchallenged access to the premises, raising significant concern about the security systems in place. Whilst CCTV was in place, access was allowed to an unknown adult, which could potentially have put children's safety at risk. An action was raised relating to staff understanding of their role and responsibility.

Further actions were set at that visit asking you to:

improve the range of suitable resources available to all children in the setting and organise these in a way that meets their needs, and to ensure that all staff receive induction training to help them understand their responsibilities and roles- with particular regard to safeguarding and security within the setting.

A further monitoring visit took place on 23 October 2013. Security at this visit was seen to be improved, enhancing children's safety from unknown visitors. Positive changes with regard to the way the rooms are planned and organised were observed, enabling children to access more freely a wider range of varied resources. The local authority was supporting the setting to make continued improvements.

The visit also found that with regard to staffing, level 3 qualification requirements were being met in each room; however the majority of the remainder of the staff team were unqualified. The provider and manager were not fully secure in their understanding of staffing requirements. The provider also demonstrated a weak understanding of safeguarding procedures.

A visit carried out on 10 January 2014 found that the provider had taken steps to address the issue of a lack of qualified staff and more staff had been employed. However, on review of the recruitment process, the provider had not taken adequate steps to appropriately vet staff to be assured of their suitability and had not followed the setting's recruitment policy in doing so. These failures compromised children's safety. A welfare requirements notice was issued requiring the provider to provide evidence that demonstrates effective systems to ensure that practitioners are suitable. A notice to improve was also issued to ensure the manager understands her role and responsibility when recruiting new staff.

Further concerns were received about the setting in relation to the way children's behaviour is managed, the maintenance of staffing ratios, care routines and hygiene. Requirements were found to be being met in these areas.

A further monitoring visit completed on 4 April 2014 found that you had reviewed the recruitment process to ensure that references were consistently taken and checked, and that Disclosure and Barring Service checks were in place. This ensures staff suitability. The manager has attended a safer recruitment course to enhance her understanding of her responsibilities when recruiting staff. She has also attended child protection training, team management and further training in supervision and appraisals. The manager demonstrates a greater understanding of her role within the setting. Appropriate risk assessments had been carried out.

Improvements had been made to the organisation of the setting, in that the younger children are now sited in a quieter and more compact area of the setting, enabling them to feel more secure in their surroundings. Children in this area of the nursery were observed to be calm and interested in the activities available to them. They joined in with singing and movement activities with enthusiasm and laughter. Toys and resources were easily accessible to them, enabling choice.

Children sat together at lunchtime. Some were able to feed themselves and made it clear that this was their preferred method. Others were supported well by staff who were attentive to their needs. Children enjoyed their meals, which were seen to be sufficient in portion size.

Individual care routines were seen to be respected and addressed. Staff demonstrated that they were aware of children's individual needs and were able to discuss progress and development of individual children with the inspector.

Staff were able to discuss their understanding of the whistle blowing policy. Staff were seen to practice with an awareness of children's needs and were able to support their learning.

All actions raised have now been met.

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**

<b>Action</b>	<b>Due date</b>	<b>Closed date</b>
ensure the manager understands her role and responsibilities	07/02/2014	11/04/2014
improve your knowledge and understanding of the Early Years Foundation Stage requirements, particularly staffing and safeguarding procedures	07/02/2014	11/04/2014
implement effective systems to ensure that 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; is physically and mentally fit for the work.	07/02/2014	11/04/2014