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Cherry Tree Bi-Lingual Day Nursery /  
English-Spanish  
15 Horselers  
HEMEL HEMPSTEAD  
Hertfordshire  
HP3 9UH

Our Reference EY405834

Dear Pastor Albeiro Ocampo Montoya and Dalia Ros Partnership

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

An Ofsted inspector, Cheryl Langley, monitored your provision on 04/09/2014 following your inspection where the provision was judged to be inadequate.

### **Outcome of monitoring**

As a result of our inspection on 04/08/2014, we sent you a welfare requirements notice. If you were set actions at the inspection, or as a result of our subsequent monitoring or investigations, these are included at the end of this letter.

The welfare requirement notice required you to comply with the Statutory Framework for the Early Years Foundation Stage, Health, Food and drink 3.48. You were also issued with a Notice to improve. The steps you were required to take were detailed in full in the Welfare requirement notice and notice to improve sent to you on 15 August 2014. We received a reply from you in relation to this on 28 August 2014 recording the action taken by you and your staff.

During the monitoring visit on 4 September 2014 the inspector discussed with you the steps you had taken to address the Welfare requirement notice and the Notice of action to improve. You provided original certificates for eight members of your staff, including the cook, to show that they had received training in food hygiene in September 2013.

Risk assessments are more robust and reviewed regularly to ensure they are effective. The outside storage cupboard doors have been repaired to minimise any risk they may have posed. A suitably qualified and experienced deputy is in place to manage the provision in your absence. The role and responsibility of each key person has been agreed with staff. Parents and children are introduced to their key person at the outset and spend time settling and building a positive relationship in accordance with each child's needs. Steps are followed to prevent the spread of

infection when staff are changing nappies, which include wearing protective clothing and cleaning equipment before and after use.

The behaviour management policy and procedure has been re-visited by all staff to make sure suitable strategies are used to manage children's behaviour. During the monitoring visit the atmosphere was calm, warm and friendly. Children were encouraged to share and take turns and responded well to staff intervention. A log of all complaints and their outcome is kept in the office and made available to parents or inspectors. A system to request information from other settings, such as schools or nurseries, has been devised to share relevant details to support the care and learning of each child. For children with particular care or learning needs you work closely with the parents, carers and other experts to ensure you meet their individual requirements. All staff have read through the safeguarding policy and procedure and covered the signs to look for and steps to take at staff meetings. There is an action plan in place to ensure every member of staff receives training in this area.

A system to review the observation and planning carried out by your staff has been put in place. This is to ensure children are challenged appropriately so that they consistently make good progress. You and your staff have a positive attitude to improving your provision and are working closely with the local authority to enhance the planning and quality of teaching. This will be checked at the next monitoring visit.

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 further monitoring.

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 the person left in charge is suitably qualified and experienced with the appropriate skills to be able to manage the nursery in the manager's absence	29/08/2014	14/10/2014
ensure induction is effective and includes the procedures for safeguarding, child protection, and the equality policy	29/08/2014	14/10/2014
ensure the key-person system is effective to meet children's individual needs and promote a settled relationship for each child	29/08/2014	14/10/2014
ensure children's individual needs and interests are met by using observations effectively to plan an educational programme that challenges children's learning and helps them make good progress	29/08/2014	14/10/2014
ensure staff follow hygienic nappy changing routines to prevent the spread of infection	29/08/2014	14/10/2014
ensure staff have the knowledge to implement the behaviour management policy and are able to consistently promote good behaviour	29/08/2014	14/10/2014
ensure staff implement risk assessments to reduce hazards to children, with particular reference to the doors on the outdoor storage units	29/08/2014	14/10/2014
maintain a complaints log that includes the nature of the complaint, the outcome, and ensure these are available for inspection	29/08/2014	14/10/2014
undertake a risk assessment of the premises and equipment where the need for an assessment arises and ensure that all necessary measures are taken to	29/08/2014	14/10/2014

minimise any identified risks (compulsory part of the Childcare register)

undertake a risk assessment of the premises and equipment where the need for an assessment arises and ensure that all necessary measures are taken to minimise any identified risks (voluntary part of the Childcare register)	29/08/2014	14/10/2014
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ensure that children's behaviour is managed in a suitable manner (compulsory part of the Childcare register)	29/08/2014	14/10/2014
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ensure that children's behaviour is managed in a suitable manner (voluntary part of the Childcare register)	29/08/2014	14/10/2014
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keep and produce for Ofsted, on request, a list of complaints made during the previous three years, including the outcome of the investigation and the action the provider took in response (compulsory part of the Childcare register)	29/08/2014	14/10/2014
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keep and produce for Ofsted, on request, a list of complaints made during the previous three years, including the outcome of the investigation and the action the provider took in response (voluntary part of the Childcare register).	29/08/2014	14/10/2014
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ensure there is a regular two-way flow of information between providers when a child attends more than one setting, so that children fully benefit from the exchange of information to support their progress	29/08/2014	14/10/2014
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ensure all staff have up to date knowledge of safeguarding issues	29/08/2014	14/10/2014
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ensure all staff have the knowledge to support and meet the individual needs of children with special educational needs or disabilities.	29/08/2014	14/10/2014
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ensure all staff involved in preparing and handling food must receive training in	29/08/2014	14/10/2014
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food hygiene