

# Chatterbox Day Nursery

18 Avondale Road, Southport, PR9 0ND



<b>Inspection date</b>	10 December 2015
Previous inspection date	Not applicable

<b>The quality and standards of the early years provision</b>	<b>This inspection:</b>	<b>Inadequate</b>	<b>4</b>
	Previous inspection:	Not applicable	
Effectiveness of the leadership and management		Inadequate	4
Quality of teaching, learning and assessment		Good	2
Personal development, behaviour and welfare		Inadequate	4
Outcomes for children		Good	2

## Summary of key findings for parents

### This provision is inadequate

- The manager does not effectively support staff to ensure they have the necessary skills and knowledge to keep children safe throughout the day, with particular regard to children sleeping in room temperatures that are not maintained.
- Staff are not effectively assessing risks. Aerosol sprays are placed within reach of babies and toddlers in the nappy change areas.
- The monitoring of staff practice does not cover all areas of their performance, such as how effectively staff implement some of the nursery's policies and procedures.
- At times, staff ask too many questions and do not leave enough time for children to think about their answer and express their ideas.

### It has the following strengths

- Children develop strong relationships with staff. New children are welcomed into the nursery and settle quickly. This results in children seeking their key person out for support and reassurance and they are comfortable in their new environment.
- Partnerships with parents are well established. Staff are committed to working together with parents and encourage them to remain actively involved in their children's learning, both at the nursery and at home.

## What the setting needs to do to improve further

### To meet the requirements of the Early Years Foundation Stage and the Childcare Register the provider must:

	<b>Due Date</b>
<ul style="list-style-type: none"> <li>■ ensure that staff have the training, skills and knowledge to support children's health and well-being</li> </ul>	01/01/2016
<ul style="list-style-type: none"> <li>■ ensure that staff have a clear understanding of their roles and responsibilities to accurately assess all risks and make sure potential hazards are continually identified and minimised to protect the health and safety of all children.</li> </ul>	24/12/2015

### To further improve the quality of the early years provision the provider should:

- enhance the monitoring of staff's performance, in order to identify any weaknesses in practice, ensuring all staff understand and adhere to policies and procedures to achieve a better quality of care for children
- provide more opportunities, and allow more time, for children to express and clarify their thinking and ideas.

### Inspection activities

- The inspector observed the quality of teaching during activities and assessed the impact this has on children's learning.
- The inspector completed a joint observation with the nursery manager.
- The inspector held a meeting with the nursery manager and the deputy manager.
- The inspector looked at relevant documentation, including the nursery's self-evaluation, evidence of the suitability of staff and a selection of policies and procedures.
- The inspector spoke to staff, children and a selection of parents during the inspection and took account of their views.
- The inspector carried out a tour of the nursery.

### Inspector

Kellie Lever

## Inspection findings

### **Effectiveness of the leadership and management is inadequate**

Arrangements for safeguarding are not effective. Some of the safeguarding and welfare requirements are not met due to managers and staff failing to identify hazards that could cause significant harm to babies and toddlers. Staff do not carry out daily risk assessments effectively or monitor them for accuracy. Furthermore, room temperatures are too high for sleeping children. Some monitoring systems are weak in relation to ensuring staff have the necessary skills and knowledge to keep children safe and to ensure staff implement policies and procedures in an effective manner. These weaknesses significantly compromise children's safety and welfare. Nevertheless, the manager and the staff have a good knowledge of how to identify and report concerns about children in their care. Staff are qualified and attend additional training courses. Regular supervisions are carried out and the manager continually observes staff practice. This results in staff providing good learning experiences for children and supporting them well in making the best possible progress. Clear action plans are in place and the manager accurately identifies the strengths of the nursery. However, she had failed to identify all areas for improvement within the setting to ensure the quality is consistently of a high standard for all children that attend.

### **Quality of teaching, learning and assessment is good**

Staff observe, assess and plan for children's interests and stages of development. This results in children making good progress and being prepared for the next stage in their learning. Children's communication and language skills are supported well. Staff read stories to younger children and sing rhymes. Children who speak English as an additional language are supported well. For example, staff gather key words in their native language to improve communication between the child and their key person. Additionally, bilingual parents attend the setting to translate words to further support staff when observing children. Staff encourage children's imaginative play, such as when they play with dolls. Children are encouraged to be gentle and caring and learn about how to look after living things. Staff skilfully support children with additional needs. They work closely with other agencies, such as speech therapists and incorporate the targets into their educational plans for children. This helps all children to make good progress towards the early learning goals.

### **Personal development, behaviour and welfare are inadequate**

Children's health and well-being is compromised. This is because staff are not effectively assessing potential risks or hazards to children. For example, hazardous items are not removed from areas that babies and toddlers have access to. Furthermore, the room temperature where children sleep is consistently too high. This results in children not being kept safe at all times. Children access outdoor play every day, which means their physical skills are promoted and they get plenty of exercise and access fresh air. Healthy snack choices are offered and staff extend children's knowledge of the effects it has on their body and teeth. Children play together, listen to staff and follow simple rules. This develops their social skills and their understanding of rules and boundaries that will support them when they move on to school.

### **Outcomes for children are good**

The manager has a good overview of the assessment records and analyses these records to review information about the progress of different groups of children. This results in all children making good progress in relation to their starting points. Children are confident and carry out independent tasks throughout the day. They concentrate well and are motivated to learn.

## Setting details

<b>Unique reference number</b>	EY489937
<b>Local authority</b>	Sefton
<b>Inspection number</b>	1020838
<b>Type of provision</b>	Full-time provision
<b>Day care type</b>	Childcare - Non-Domestic
<b>Registers</b>	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
<b>Age range of children</b>	0 - 4
<b>Total number of places</b>	26
<b>Number of children on roll</b>	47
<b>Name of provider</b>	Chatterbox
<b>Date of previous inspection</b>	Not applicable
<b>Telephone number</b>	01704 531256

Chatterbox Day Nursery was re-registered in 2015. It is situated in the Southport area of Merseyside. The nursery employs 10 members of staff. Of these, eight hold an appropriate qualification at level 3. The nursery is open 7.30am until 6pm, Monday to Friday for 51 weeks of the year, excluding bank holidays. The nursery provides funded early education for two-, three- and four-year-old children. It supports disabled children and those who have special educational needs, and children who speak English as an additional language.

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