

# Bright Horizons Family Solutions



National Physical Laboratory, Hampton Road, Teddington, Middlesex, TW11 0LW

**Inspection date** 18 February 2016  
Previous inspection date 1 October 2013

<b>The quality and standards of the early years provision</b>	<b>This inspection:</b>	<b>Good</b>	<b>2</b>
	Previous inspection:	Satisfactory	3
Effectiveness of the leadership and management		Good	2
Quality of teaching, learning and assessment		Good	2
Personal development, behaviour and welfare		Good	2
Outcomes for children		Good	2

## Summary of key findings for parents

### This provision is good

- The manager and all staff accurately monitor children's progress. They work in close partnerships with parents and other professionals to provide continuity of learning and care.
- Children play in a welcoming, clean and stimulating environment. The nursery rooms are tailored to the ages and stages of development of the children based in them. Staff provide fun and exciting activities for children to choose from.
- Staff provide very good support for children as they prepare to move to different rooms in the nursery, and for those who are moving to school. Children are well prepared for the next stages in their learning and make good progress.
- Relationships between staff and children are very positive. Children feel safe and secure, and are confident to ask for help.
- The management team has robust arrangements to recruit suitable staff and provide ongoing support and mentoring.

### It is not yet outstanding because:

- Occasionally, when supporting play, some staff ask questions to extend children's learning but do not allow quite enough time for them to think through their responses.
- Although most of the day is well-organised, at mealtimes children sometimes become unsettled as they have to wait for too long.

## What the setting needs to do to improve further

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

- support all staff to more consistently recognise when children need extra time to respond to questions to extend their communication and thinking skills as fully as possible.
- improve the organisation of lunch-time arrangements to reduce the amount of time that children have to wait without being occupied.

### Inspection activities

- The inspector spoke to the manager and staff at appropriate times throughout the inspection.
- The inspector engaged with the children at appropriate times during the inspection.
- The inspector observed children's indoor and outdoor play, as well as their snack, lunch and hygiene routines.
- The inspector engaged in a joint observation with the manager.
- The inspector sampled various documents, including risk assessments, the self-evaluation form, and a range of policies and procedures.

### Inspector

Becky Phillips

## Inspection findings

### Effectiveness of the leadership and management is good

The manager has high expectations of the setting and makes good use of ongoing self-evaluation to identify areas for improvement. She actively takes into account the views of staff, parents and children, which she obtains through discussions, questionnaires and parent forums. Overall, staff receive good support and mentoring to improve their knowledge and skills. They benefit from regular in-house and external training to advance their qualifications and professional development. Safeguarding is effective. The manager and staff all have a good understanding of how to keep children safe. They know the procedure to follow if they have any concerns about a child's well-being. Partnerships with parents, outside agencies and professionals are strong. Parents speak highly of the staff and the activities on offer. They appreciate how well their children have settled.

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

The environment is stimulating. Children confidently choose from a wide variety of resources and have fun as they learn. For example, children show high levels of imagination as they act out different roles in their play and enjoy messy craft activities. Staff skilfully plan activities based around the children's individual needs and abilities. They accurately observe and assess children's progress and identify any gaps in their development. They plan well to close gaps, working closely with parents and other professionals. Staff actively encourage parents to be involved in their children's learning. For example, they are invited to various events and meetings throughout the year and are kept well-informed about their children's progress.

### Personal development, behaviour and welfare are good

The nursery is warm and welcoming. Staff celebrate children's ideas and efforts. For example, children of all ages have their artwork and pictures attractively displayed, effectively promoting their self-esteem. Staff promote children's awareness of how to keep themselves and others safe. For example, children learn to help undertake risk assessments of the garden area before they play. Children learn about healthy lifestyles through a range of experiences. These include growing vegetables, cooking classes and regular outdoor play. Children behave well and have very good manners. Staff act as positive role models and help children develop very positive social skills. Children follow good hygiene routines and learn to manage their personal needs effectively.

### Outcomes for children are good

All children make good progress and gain the skills needed for their next steps in learning. They are happy and enjoy the close bonds they form with staff. Children are keen and motivated learners. For example, they persevere as they aim to conquer climbing equipment and master new physical skills, and confidently explore language.

## Setting details

<b>Unique reference number</b>	EY392290
<b>Local authority</b>	Richmond upon Thames
<b>Inspection number</b>	1028642
<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 - 5
<b>Total number of places</b>	80
<b>Number of children on roll</b>	88
<b>Name of provider</b>	Kidsunlimited Limited
<b>Date of previous inspection</b>	1 October 2013
<b>Telephone number</b>	0208 9436300

Bushy Tails registered in 2009, and is owned by Bright Horizons Family Solutions. The nursery operates in Teddington, Middlesex. The nursery opens each weekday from 7.45am until 6.15pm and is open for 52 weeks of the year, excluding bank holidays. The nursery is in receipt of funding for the provision of free early education for children aged two, three and four years. There are 27 members of staff who work at the nursery, including the manager. Of these, 18 hold relevant qualifications from level 2 to level 6.

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