

Puzzles Day Nursery

1145 Bristol Road South, Northfield, Birmingham, West Midlands B31 2SL



Inspection date	3 October 2018
Previous inspection date	4 August 2015

The quality and standards of the early years provision	This inspection:	Inadequate	4
	Previous inspection:	Good	2
Effectiveness of leadership and management		Inadequate	4
Quality of teaching, learning and assessment		Inadequate	4
Personal development, behaviour and welfare		Inadequate	4
Outcomes for children		Inadequate	4

Summary of key findings for parents

The provision is inadequate

- The leadership and management of the nursery are poor. There are serious breaches of the requirements, which pose significant risks to children. The provider does not have evidence to show that she has completed suitability checks for all staff.
- Staff's knowledge and understanding of safeguarding is weak. They do not know the correct procedures that they should follow to report concerns, including allegations against members of staff. The safeguarding policy is not in line with the Local Safeguarding Children Board procedures. Children's welfare is compromised.
- The premises are poorly maintained and risk assessments are not effective. This puts children's health and welfare at risk.
- The provider does not monitor, support and provide effective supervision to identify and act on weaknesses in staff practice to keep children safe.
- The provider has not ensured that staffing arrangements meet the needs of all children to maintain their safety. Staff are not deployed effectively to promote children's learning and behaviour is not always managed appropriately.
- The provider does not ensure that there is at least one person who has a current paediatric first-aid qualification when children are present. The first-aid boxes do not have appropriate contents for use with children.
- The key-person system is weak. Staff do not use the information gained from assessments to plan activities that match to each child's age and stage of development. Monitoring of staff is not sufficiently rigorous to raise the quality of teaching to a good level.

It has the following strengths

- Children enjoy healthy meals and snacks.

What the setting needs to do to improve further

The provision is inadequate and Ofsted intends to take enforcement action:

We intend to take steps to suspend registration and will issue a Welfare Requirements Notice requiring the provider to:

	Due date
ensure information about vetting processes that have been completed (including the criminal records disclosure, reference number, the date the disclosure was obtained and details of who obtained it) are available to show staff suitability	02/11/2018
ensure the safeguarding policy and procedures are in line with the guidance from the relevant Local Safeguarding Children Board (LSCB)	02/11/2018
ensure that all staff fully understand and implement the setting's safeguarding policies and procedures, including how to identify and report concerns, how to respond in the event of an allegation and have a understanding of statutory government guidance regarding the 'Prevent' duty	02/11/2018
implement rigorous risk assessments to ensure that the premises are fit for purpose and any potential hazards are identified and minimised or removed to continuously maintain children's safety	02/11/2018
ensure that there is at least one person who has a current paediatric first-aid qualification available at all times when children are present, including when on outings and journeys to and from local schools	02/11/2018
ensure there is a first-aid box accessible at all times with appropriate content for use with children	02/11/2018
ensure that children are adequately supervised and staff are deployed effectively so that children's needs are met	02/11/2018
ensure that staff consistently implement the nursery's behaviour management procedures so that children's behaviour is always managed in an appropriate way	02/11/2018
improve arrangements for the supervision and monitoring of staff so that support and training is available to ensure that staff are able to fulfil their responsibilities and provide a good care and learning experience for children	02/11/2018
implement an effective key-person system so that children's needs are met and a relationship is built with parents.	02/11/2018

To meet the requirements of the early years foundation stage and Childcare Register the provider must:

	Due date
ensure that staff use accurate observations and assessments to plan stimulating experiences that are matched to each child's level of development.	02/11/2018

Inspection activities

- The inspection was carried out because of a risk assessment, following information received about this provider.
- The inspector observed the quality of teaching during activities inside and outdoors and assessed the impact this has on children's learning.
- The inspector held a meeting with the provider, who is also the manager. She discussed a range of policies and procedures and looked at evidence of the suitability of staff working in the nursery.
- The inspector carried out joint observations with the provider.
- The inspector spoke to staff, parents and children during inspection and took account of their views.

Inspector

Rupinder Phullar

Inspection findings

Effectiveness of leadership and management is inadequate

Safeguarding is ineffective. A concern was raised recently when children collected from school were left outside the nursery unsupervised by staff. The provider admits to not having effective collection procedures in place at the time to avoid such incidents. She has now taken appropriate action to address this. However, her leadership and management of the nursery remains poor. Some confidential records to verify the suitability of staff who work with children are not available at the inspection. Policies to safeguard children are inaccurate and do not include the correct reporting procedures. The provider has failed to recognise that some staff have a significantly weak understanding of the child protection matters. Not all staff know the possible signs that a child is at risk of harm and what to do if they have concerns. They do not know how to follow the correct procedures if an allegation is made against members of staff. Staff also lack a secure understanding to recognise children who are at risk of wider safeguarding issues, such as radicalisation and extremism. These weaknesses compromise children's welfare and well-being. The provider does not monitor staff practice adequately. She is not aware of health and safety guidelines and does not recognise the potential dangers where the nursery premises are poorly maintained. Staff do not complete risk assessments rigorously. Furthermore, staff are not deployed effectively to maintain children's safety or promote their learning experiences. Poor behaviour often goes unnoticed by staff and this adversely affects children's ability to concentrate and learn. The provider knows that there must always be a member of staff who holds a valid paediatric first-aid qualification. However, she has not ensured that staff are qualified in this respect, including staff who accompany children to and from school. This puts children's safety and well-being at substantial risk of harm. The majority of the staff are well qualified, however this does not reflect in their teaching practice. They do not provide teaching of a high standard to help children make good progress in their learning and development. Staff do not receive good guidance and support through effective supervision to fulfil all aspects of their roles and responsibilities within the nursery.

Quality of teaching, learning and assessment is inadequate

The quality of teaching is poor. When staff carry out activities, they do not provide sufficient resources or challenge to help children to be fully engaged in their learning. Teaching is not adapted appropriately to match children's individual needs. For instance, in the baby room, staff plan activities mainly to support children's mark making in preparation for early writing, yet they do not plan for babies' language skills that are not developed. Staff working with older children do not successfully sustain children's concentration during activities. Children are not motivated. They access activities for short periods but soon lose interest and walk away. Staff observe children's learning and track some of their progress. However, the provider does not monitor children's progress effectively to identify and take swift action to close the gaps in learning.

Personal development, behaviour and welfare are inadequate

Weaknesses in leadership and management mean that children's welfare and well-being is compromised. Some areas of the playrooms and garden used by the children are not safe, putting their welfare at risk. There are broken items include toys, fence panels and

plaster coming off the toilets walls in the toddler room. The key-person system and partnerships with parents are weak. Parents are not always sure who to speak to if they have concerns about the children's care. Staff do not fully involve all parents in their child's learning to maintain continuity their learning at home. Parents say that they are dissatisfied with staff interaction with children, and that staff often do not show emotional warmth towards children. Poor deployment of staff has an adverse effect on their ability to meet children's needs. For example, in the baby room, children who are settling into the nursery are often left to roam around aimlessly. Staff are unable to respond to children's emotional needs promptly. They do not provide an orderly environment for toddlers and pre-school-aged children, particularly in the outdoor play area. Staff do not always give children clear messages to help them understand about socially appropriate and safe behaviour. For instance, staff are often not vigilant and do not notice when children push other children as they climb up the large play equipment.

Outcomes for children are inadequate

Children do not receive the support they need to reach their full potential and make the best possible progress. They do not gain the key skills in readiness for their next stage in learning within the nursery or for their move to school. Toddlers and pre-school children frequently become bored and restless and move from indoors to the outside play area looking for inspiration. During group activities, babies do not have access to enough resources that support their learning effectively.

Setting details

Unique reference number	EY301347
Local authority	Birmingham
Inspection number	10079778
Type of provision	Full day care
Registers	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
Day care type	
Age range of children	1 - 5
Total number of places	32
Number of children on roll	32
Name of registered person	Grimmett, Tanya Jeanne
Registered person unique reference number	RP906720
Date of previous inspection	4 August 2015
Telephone number	0121 476 4111

Puzzles Day Nursery registered in 2004. The nursery employs 14 members of staff, 10 who work directly with children. Of these, two have early years professional status, two have qualified teacher status, seven hold a level 3 NVQ, 1 holds NVQ level 2 and 1 holds NVQ Level 1 and is an apprentice. The nursery opens Monday to Friday for 51 weeks of the year. Sessions are from 7am until 6.30pm. A before- and after-school club is open from 7am until 9am and 3.30pm until 6.30 pm, Monday to Friday, and a holiday club runs during school holidays. The nursery provides funded early education for two-, three- and four-year-old children.

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