

Chatterbox House Day Nursery (Sidcup)

289 Main Road, Sidcup, Kent DA14 6QL



Inspection date	7 May 2019
Previous inspection date	8 February 2019

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

This provision is inadequate

- The provider does not ensure that the designated safeguarding leads take appropriate steps to manage allegations against other staff. As a result, they failed to inform the local safeguarding agency and Ofsted of an allegation and the actions taken, as required. The provider is unable to protect children's welfare.
- The provider does not ensure that the manager completes induction training with all staff working at the nursery, particularly when staff provide cover between the nurseries for which the provider is currently the nominated individual.
- The provider does not minimise all potential risks to children, for example, through effective implementation of the nursery's policies and procedures. Not all staff follow the nursery's policies, resulting in young children not being adequately supervised when going downstairs. This resulted in a serious accident occurring.
- The provider does not ensure the effective deployment of staff. Children's learning is compromised when staff are left alone with a large number of children in the garden.
- The manager does not share information with other settings that children attend, to provide these children with continuous support to ensure their needs are met.
- Staff do not accurately record accidents and do not share essential information with parents about accidents involving their children at the nursery. Therefore, children do not receive appropriate first-aid treatment and/or medical attention.
- The provider does not ensure that staff manage children's behaviour appropriately. For example, when children, including those with special educational needs and/or disabilities (SEND), display concerning behaviour, they are sent home.

It has the following strengths

- Children have daily opportunities for outdoor play. They exercise, have contact with nature and enjoy plenty of fresh air.

What the setting needs to do to improve further

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

We will issue a Welfare Requirements Notice requiring the provider to:

	Due date
improve the arrangements for managing allegations against staff	21/06/2019
improve knowledge and procedures to inform Ofsted of any allegation of serious harm or abuse to children by any person working at the nursery	21/06/2019
ensure that all staff receive induction training to help them understand policies and procedures to fulfil their roles and responsibilities, particularly regarding health and safety	21/06/2019
take all reasonable steps to ensure staff and children are not exposed to risks, and demonstrate how risks are reduced, minimised and managed at the nursery, specifically regarding the use of stairs with younger children	21/06/2019
ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met, particularly in the garden	21/06/2019
enable an effective regular two-way flow of information between providers, if a child is attending more than one setting	21/06/2019
keep accurate records of accidents, injuries and first-aid treatment applied when children are involved in accidents at the nursery, and provide parents with accurate information about accidents and injuries so that children have appropriate medical attention	21/06/2019
ensure that children's behaviour is managed in an appropriate way.	21/06/2019

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

	Due date
help staff to improve their teaching so that interactions between staff and children prepare children for future learning.	21/06/2019

Inspection activities

- This inspection took place following a risk assessment.
- The inspector observed the quality of teaching during activities indoors and outdoors. She assessed the impact this has on children's learning.
- The inspector completed evaluations of activities with the manager and room leaders. These were conducted in each of the different age groups.
- The inspector held meetings with the nursery manager and staff. She looked at relevant documentation, including the nursery's self-evaluation and evidence of the suitability, training and qualifications of staff.
- The inspector spoke to a small selection of parents during the inspection. She took account of their views in written questionnaires and feedback letters.

Inspector

Karinna Hemerling

Inspection findings

Effectiveness of leadership and management is inadequate

Safeguarding is not effective. Staff attend child protection training and know the possible signs of abuse. However, the provider fails to ensure that the designated safeguarding leads act on allegations against staff. This puts children at risk. Additionally, the provider fails to inform Ofsted and the local safeguarding services about their internal investigations about staff, and the action taken following allegations. Furthermore, the provider does not ensure that internal investigations are sufficiently robust and in line with local safeguarding procedures. The provider fails to ensure that the manager leads appropriate and effective induction training with all staff. This is especially an issue when staff provide cover between the nurseries. As a result, not all staff providing cover and working with the babies know and implement the nursery's policies and procedures. Staff complete daily risk assessments of the premises. However, they fail to understand and follow their own 'Using stairs with young children' policy. This resulted in a serious accident. Therefore, risks are not managed well enough. The provider does not ensure that the manager deploys staff effectively. For example, some staff trusted with the care of young children do not fully understand their roles and responsibilities to supervise and safeguard children. The manager obtains the views of staff and parents to improve practice. However, the provider and the manager are unable to protect the children in their care.

Quality of teaching, learning and assessment is inadequate

The quality of teaching is variable, which means that children's learning and development are not supported well enough. For example, pre-school staff at times are left alone with a large number of children. They struggle to play, teach and support all of these children's learning and interests. Consequently, not all children have the support they need to achieve their full potential due to the poor deployment of staff during routines and activities. Staff observe and assess children's learning and progress. However, they do not ensure that information is shared with other settings that children attend so that those children have continuous support to meet their development needs. Activities are interesting and engaging. For example, babies enjoy singing and learn new vocabulary. Toddlers learn about personal safety as they explore the role of emergency services. Pre-school-age children enjoy stimulating activities. For example, they build houses with large blocks and enjoy imaginative play, pretending to be robots in the garden.

Personal development, behaviour and welfare are inadequate

There are serious concerns about the management of accidents at the nursery. Staff do not record accurate information about accidents, injuries and first aid provided to children. Additionally, parents do not receive essential information about accidents or any injuries that children may sustain following accidents. This means that children do not always benefit from appropriate and prompt first-aid care or have the medical attention needed. Furthermore, there are ineffective systems to ensure that parents receive accident forms. For example, a considerable number of accident forms sent electronically to parents have not been acknowledged by them because there is no system to check that this vital information has reached the parents. This is a very serious concern and a

serious risk to children. Despite this, children enjoy freshly cooked meals that meet their dietary needs. They benefit from having drinking water always available. Children are content and play together. They learn about the world and each other.

Outcomes for children are inadequate

Some children show secure learning and development. However, others, such as children with SEND, do not always gain the necessary skills given their individual starting points. Although most children behave well, behaviour management is poor. For example, following agreement with parents, staff send children home when they display poor behaviour towards their peers. This does not help children to learn about what is appropriate behaviour when managing their own feelings, such as anger. Additionally, this does not support children in developing their social skills. Children across the nursery access and choose from a range of toys and activities. However, not all children have the full support they need to be ready to confidently start school.

Setting details

Unique reference number	EY244989
Local authority	Bexley
Inspection number	10105437
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register
Day care type	Full day care
Age range of children	0 - 4
Total number of places	60
Number of children on roll	64
Name of registered person	Chatterbox House Day Nurseries Limited
Registered person unique reference number	RP544905
Date of previous inspection	8 February 2019
Telephone number	020 8302 2727

Chatterbox House Day Nursery (Sidcup) registered in 2002. The nursery is open each weekday from 7.30am to 6pm, all year round, except for bank holidays and one week at Christmas. The provider receives funding for the provision of free early education for children aged three and four years. The provider employs a team of 14 staff, 11 of whom hold appropriate early years qualifications at level 3 or above.

This inspection was carried out by Ofsted under sections 49 and 50 of the Childcare Act 2006 on the quality and standards of provision that is registered on the Early Years Register. The registered person must ensure that this provision complies with the statutory framework for children's learning, development and care, known as the early years foundation stage.

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