

# Inspection of Bright Horizons Maythorne Cottages Day Nursery and Preschool

Zoom Nursery, Maythorne Cottages, Nightingale Grove, LONDON SE13 6HE

---

Inspection date: 28 November 2019

---

## **Overall effectiveness**

**Inadequate**

The quality of education

**Requires improvement**

Behaviour and attitudes

**Requires improvement**

Personal development

**Inadequate**

Leadership and management

**Inadequate**

Overall effectiveness at previous  
inspection

Outstanding

## What is it like to attend this early years setting?

### The provision is inadequate

Children's safety is compromised because there are not always enough staff to meet their individual needs. This has a significant impact on children's well-being and personal development. Despite that, children enjoy the company of their friends. They access a range of suitable toys and resources inside and outside. Staff's expectations of what children can do and achieve are not consistently high enough. This is particularly the case for quiet and less confident children. At times, staff miss opportunities to support these children sufficiently so that they remain motivated to play. As a result, some children do not gain positive attitudes to their learning. However, the teaching for confident children is more successful. For example, staff support this group of children's language skills well. They encourage children to express their thoughts and ideas, such as by asking them questions. Children learn to behave appropriately. They take turns and share their toys with others. Children are beginning to negotiate space as they play games in the garden, such as hide and seek. However, the lack of challenge and support for some children means that they do not make the progress of which they are capable.

### What does the early years setting do well and what does it need to do better?

- The quality of teaching is variable. Although staff observe and assess children's learning regularly, they do not make effective use of the information to ensure all children are learning. For example, some staff do not know how to engage children who are reluctant to play. They are content to sit with children for long periods without initiating suitably challenging activities. When children participate in activities, staff, occasionally, do not take appropriate action to support them. This results in some children being overshadowed by those who are more confident.
- Teaching for those who are self-assured is more successful. For instance, staff know how to develop younger children's early mathematical skills. They encourage children to count and compare objects in a purposeful way. Where teaching is effective, children show good levels of concentration.
- Overall, children's behaviour is appropriate. They are beginning to learn about boundaries and what is expected of them. Children enjoy opportunities to play in mixed age groups. This enables children to socialise and learn about similarities and differences between them and others.
- Staff speak to children in a kind and gentle manner. This helps staff to form positive relationships with the children. Staff provide children with opportunities to develop their self-help and independence skills. For example, they encourage children to sweep sand from the floor, using a dustpan and brush. Children respond appropriately to this. Staff plan outdoor play as part of the daily routines. Children exercise and practise their balancing skills on scooters and

tricycles, which contributes to their physical health.

- Leaders do not establish a successful partnership with all parents. Many parents find that the communication between them and the nursery is poor. They do not feel adequately informed about their children's learning and development. This does not support a continuity of care and learning for each child.
- Leaders do not provide all staff with effective support and coaching. Some staff feel 'overstretched' in their workload. This has an impact their ability to meet children's individual needs. Although staff complete training, this is insufficient to maintain the standards of care and teaching since the last inspection.
- Leaders do not evaluate the provision rigorously to identify breaches in requirements. These weaknesses have a significant impact on children's learning and welfare.

## Safeguarding

The arrangements for safeguarding are not effective.

Leaders do not ensure that there are enough staff to cover the ratio requirements at all times. Staff are not deployed effectively, which limits their ability to supervise children sufficiently. This compromises children's safety. However, staff know how to identify indicators of harm and the processes to follow in the event of a concern. There are suitable recruitment procedures to assess staff's suitability to work with children. Following an incident, leaders reviewed the safeguarding policies to ensure the safe collection of children. However, they failed to notify Ofsted of the incident within the required timescale.

## What does the setting need to do to improve?

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

	<b>Due date</b>
ensure that staffing arrangements meet ratio requirements at all times to ensure the safety of all children	03/01/2020
ensure all children receive the right levels of challenge and support, particularly those who are quiet and less confident, to help them to make progress	03/01/2020
improve partnerships with all parents and/or carers and involve them in every aspect of their children's learning and development	03/01/2020

improve the supervision, coaching and training to ensure all staff have a clear understanding of their roles and responsibilities and to improve the quality of teaching	03/01/2020
improve knowledge of notifiable events to Ofsted and the required timescale.	03/01/2020

## Setting details

<b>Unique reference number</b>	EY231736
<b>Local authority</b>	Lewisham
<b>Inspection number</b>	10128404
<b>Type of provision</b>	Childcare on non-domestic premises
<b>Registers</b>	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
<b>Day care type</b>	Full day care
<b>Age range of children</b>	2 to 4
<b>Total number of places</b>	74
<b>Number of children on roll</b>	92
<b>Name of registered person</b>	Zoom Nurseries Limited
<b>Registered person unique reference number</b>	RP520683
<b>Telephone number</b>	020 8318 1133
<b>Date of previous inspection</b>	11 October 2013

## Information about this early years setting

Bright Horizons Maythorne Cottages Day Nursery and Preschool registered in 2003 and it is located in the London Borough of Lewisham. The nursery is open every weekday from 7.45am until 6.30pm for 50 weeks of the year. It employs 19 members of staff. Of these, 15 hold a relevant childcare qualification from level 2 to level 4. The nursery is in receipt of funding for free early education for two-, three- and four-year-old children.

## Information about this inspection

### Inspector

Marisol Hernandez-Garn

## Inspection activities

- The inspection took place following a risk assessment carried out by Ofsted.
- The inspector observed the daily routines and activities of children. She completed a learning walk with the nursery manager to find out how she organises the early years curriculum.
- Parents spoke with the inspector and shared their views about the service they and their children receive.
- The inspector discussed children's learning with staff and how they support them. She interacted with children at appropriate times during the inspection.
- The inspector looked at a sample of documentation, including staff's suitability checks, policies and procedures and complaint records. The inspector and management team held meetings..

We carried out this inspection 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.

If you are not happy with the inspection or the report, you can [complain to Ofsted](#).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence/](http://www.nationalarchives.gov.uk/doc/open-government-licence/), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)

This publication is available at <https://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2019