

Inspection of Bright Horizons Chandlers Ford Day Nursery and Preschool

Hocombe Road, Chandler's Ford, Hampshire SO53 5QS

Inspection date: 7 July 2021

Overall effectiveness	Inadequate
The quality of education	Inadequate
Behaviour and attitudes	Inadequate
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 health, well-being and safety are put at risk. The management team consistently fail to ensure that there are sufficient staff to work directly with the children. In addition, the management team do not ensure staff understand their roles and responsibilities.

Children do not receive adequate teaching from staff because staff do not have effective skills and knowledge to offer all children challenging learning opportunities. For example, babies receive insufficient interaction and children do not benefit from activities that support their ages and stages of development. This leads to boredom or loss of concentration due to staff failing to understand what they teach.

Younger children demonstrate that they do not have secure attachments. They are cared for by adults who are unfamiliar to them. The younger children show signs of distress, such as crying and clinging to their comforters. Although there is a key-person system in place, this is not effective in supporting and meeting children's needs. Children, including those who receive additional funding and those with special educational needs and/or disabilities (SEND), are not supported effectively. This means they do not make the progress they are capable of.

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

- The management team have failed to ensure that there are sufficient staff with the appropriate qualifications to meet the required adult to child ratios. Furthermore, despite leaders raising concerns, the provider has not supported staff in meeting these requirements for several months. This has a detrimental impact on children's safety and emotional well-being.
- The curriculum, overall, is poorly planned and implemented. The management team do not have a clear understanding about what they want children to learn. As a result, the activities are unappealing and do not build on children's skills and knowledge to help them progress. Younger children are not given opportunities to learn and practise skills, such as putting on their own coats and shoes before going outside. Older children do not have opportunities to help during daily routines. This means opportunities to gain independence are undermined.
- Staff demonstrate a poor understanding of how to support children's communication and language development. For example, when younger children use some simple words while playing in the sand, staff fail to use these opportunities to extend their vocabulary. Older children take part in an activity to learn about the sounds letters make. However, staff fail to repeat the sounds that are used and use incorrect sounds. This does not enable children to

accurately build on their knowledge and understanding.

- Children with SEND are not supported well. Children's key persons and the nursery's special educational needs coordinator do not work seamlessly together. They do not ensure that advice and guidance from professionals is implemented to help every child to catch up. As a result, staff fail to swiftly close the gaps in the children's learning.
- The management team do not monitor the quality of the education provided by staff. Staff do not use children's next steps in their learning to help them progress. For example, a planned activity for children to practise cutting with scissors failed to implement the learning intention because the masks had already been pre-cut by the staff.
- The management team carry out supervision meetings with staff. However, these are not completed frequently enough to support staff development. Daily communications and staff meetings are maintained. However, these are not robust in identifying and addressing weaknesses in teaching and the quality of care provided to meet the needs of the children.
- Staff are not always alert to children's needs to help promote their good behaviour. For example, it was observed, on occasion, children were not adequately supported when displaying physical outbursts. Staff have appropriate hygiene routines in place. However, babies are put straight to bed after eating without being cleaned properly. This does not support children's well-being.
- Parents spoken to at the inspection comment that they are happy. However, not all parents are aware of their child's key person to enable them to work together to support children's learning. Staff share information appropriately with parents, such as about accidents and injuries, which they record appropriately.

Safeguarding

The arrangements for safeguarding are not effective.

The designated safeguarding officer and the staff caring for the children have a poor regard to the guidance 'Working Together to Safeguard Children'. Although there are appropriate written safeguarding procedures in place, neither the staff nor the designated safeguarding officer are confident about the referral procedures to follow if they have a concern about a child's welfare. Some staff are aware of the signs and indicators of abuse, although this is not consistently understood by all staff. This puts children's welfare at risk. The recruitment processes ensure staff are suitable to work with children. Staff complete risk assessments and follow some effective procedures to help monitor children's whereabouts, such as head counts when children come in from the garden.

What does the setting need to do to improve?

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

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

	Due date
ensure all staff, including those with lead responsibility for safeguarding, have sufficient knowledge of local safeguarding children's board (LSCP) procedures for referrals in the event of a safeguarding concern about a child, or allegations made against staff	27/07/2021
ensure that minimum adult to child ratios are met at all times and staff are deployed sufficiently to meet the needs of the children	27/07/2021
ensure there is at least one member of staff with a full and relevant level 3 qualification, and at least half of all other staff hold a full and relevant level 2 qualification caring for children age two and under at all times	27/07/2021
implement an effective key-person system so that each key person fulfils their role in ensuring that each child's care is tailored to meet their individual needs	27/07/2021
implement effective arrangements to support children with special educational needs and/or disabilities that are in line with the Special Educational Needs (SEN) Code of Practice	27/07/2021
make sure all staff have appropriate training, skills and knowledge, to help them have a clear understanding of their roles and responsibilities	27/07/2021
ensure staff receive supervision and coaching to identify gaps in their knowledge and practice and support is swiftly put in place to enable them to fulfil their roles and responsibilities	27/07/2021

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

	Due date
ensure leaders effectively share with all staff a clear intent of what they want children to learn, to enable purposeful and challenging experiences for children to progress.	27/07/2021

Setting details

Unique reference number	511099
Local authority	Hampshire
Inspection number	10198524
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register, Compulsory Childcare Register
Day care type	Full day care
Age range of children at time of inspection	0 to 4
Total number of places	64
Number of children on roll	92
Name of registered person	Yellow Dot Limited
Registered person unique reference number	RP903182
Telephone number	023 8027 5723
Date of previous inspection	17 May 2017

Information about this early years setting

Bright Horizons Chandlers Ford Day Nursery and Preschool registered in 2018. The nursery is open each weekday from 8am to 6pm. The nursery receives funding for the provision of free early education for children aged two-, three- and four-years-old. The nursery employs 24 staff, of whom 11 have appropriate early years qualifications at level 3 or above.

Information about this inspection

Inspectors

Tracy Bartholomew
Hayley Doncom

Inspection activities

- This was the first routine inspection the setting received since the COVID-19 (coronavirus) pandemic began. Inspectors discussed the impact of the pandemic with the setting and have taken that into account in their evaluation of the setting.
- The inspectors looked at and discussed documentation in relation to safeguarding, risk assessments, registers, and complaints.
- Two joint observations were carried out by the inspectors with the manager and the early years specialist. The inspectors asked staff questions about their work and interacted with children during the inspection.
- The inspectors observed activities available to children.
- The inspectors took account of the views of parents on the day of the inspection.
- The inspection was carried out following the risk assessment process.

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.

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