

Inspection of Charlwood House Day Nursery

Charlwood House, Charlwood Road, Lowfield Heath, Crawley, West Sussex RH11 0QA

Inspection date: 10 August 2021

Overall effectiveness	Inadequate
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The quality of education	Inadequate
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Behaviour and attitudes	Inadequate
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Personal development	Inadequate
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Leadership and management	Inadequate
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Overall effectiveness at previous inspection	Good
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What is it like to attend this early years setting?

The provision is inadequate

There are substantial weaknesses in safeguarding practice that impact significantly on children's welfare. For example, staff do not ensure that they swiftly refer concerns about a child to the appropriate agencies. The safeguarding policy does not provide staff with clear procedures to follow if they have a child protection concern. Also, staff lack a secure knowledge of the action to take to safeguard children. The provider does not consistently follow safer recruitment procedures. They also omit to ensure that that manager receives regular and effective support and supervision.

Most children settle well on their arrival at the nursery and staff warmly greet them. Staff do not consistently provide parents with detailed and up-to-date information about their child's current levels of development. Children contently explore the resources on offer and concentrate at an activity for good periods of time. However, some staff have a poor knowledge of how children learn and do not consistently engage children in purposeful learning opportunities. Children develop secure relationships with staff. However, children do not gain an understanding of how to manage their behaviour as they do not receive consistent messages from staff.

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

- The provider has not ensured that the written safeguarding policy contains up-to-date information or clear detail, in line with the procedures of the local safeguarding partnership. Staff have a poor knowledge of safeguarding and do not understand the procedures to follow in the event of a child protection issue. This has led to a concern not being referred swiftly and has compromised children's welfare.
- Staff have a variety of ways in which they can access support, such as through meetings with the manager and by sharing information with a staff representative. However, the manager does not have regular opportunities for individual meetings with the provider, to offer guidance or mentoring in her role. This does not enable the provider to have a clear oversight of the operations of the nursery and has led to a decline in the quality of the provision.
- The provider has not ensured that the procedures for safer recruitment are consistently followed. For example, there is no evidence that references from previous employers have been secured for all staff. This does not ensure that staff are suitable for their roles.
- Staff know the children well. They seek support for children with special educational needs and/or disabilities or for those learning English as an additional language. However, not all staff have a secure knowledge of the different ways in which all children learn and how to provide an effective

curriculum. This limits their understanding of how to plan for what children need to learn next. It also hinders their ability to interact with children to ensure that they all receive quality learning experiences.

- At certain times of the day, some staff caring for the youngest children become too focused on carrying out nursery routines. For example, the transition after mealtimes becomes a rush to clean children, change their nappies and put them down for a sleep. At these times, some staff lack the empathy required to provide good quality care, which compromises children's well-being.
- Children do not receive clear and consistent guidance and support to help them understand how to manage their feelings and behaviour. Staff do not all manage children's behaviour in the same way, which gives children mixed messages. For example, staff excuse children's behaviour because of their age. They do not explore how they can plan the sequence of learning social skills to equip children for aspects such as sharing and turn taking.
- The provider failed to notify Ofsted of changes to the company name, directors and those managing the setting. However, once brought to the providers attention, they took appropriate action to notify Ofsted of these changes. On this occasion, Ofsted are not taking any further action about this matter.
- Staff endeavour to develop partnerships with parents. However, parents do not consistently receive detailed and regular feedback from their child's key person. This means that parents do not always have up-to-date information about their child's development. This does not support them to help ensure that children make the progress that they are capable of.
- Children develop an understanding of how to adopt healthy lifestyles. For example, staff support emotional well-being through access to yoga sessions where they learn about breathing techniques. Staff enable children to learn how where their food comes from as they learn to plant, tend and harvest fruits and vegetables.
- The manager and staff use additional funding to enable children to access a wider variety of opportunities. For example, children take delight in learning to care for the newly acquired guinea pigs. They understand about the types of food they can eat and that they must keep the freshwater feeder topped up.

Safeguarding

The arrangements for safeguarding are not effective.

Safeguarding policy, procedures and practice are poor, which compromises children's welfare. The written safeguarding policy is not up to date and lacks detail to enable staff to follow correct processes. Staff lack a thorough knowledge of understanding of child protection and the wider aspects of safeguarding. The provider has failed to ensure that a child protection referral was made swiftly, which does not safeguard children. The provider does not follow effective and robust recruitment procedures consistently to ensure that staff are suitable for their roles. Staff undertake daily risk assessments of the rooms and outdoor areas to identify and remove hazards.

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 that the policy and procedures for safeguarding are up to date and effective in supporting staff's knowledge of the procedures to follow	08/09/2021
ensure that all staff understand the safeguarding policy and procedures, that they have an up-to-date knowledge of safeguarding issues and understand the importance of making timely referrals	08/09/2021
ensure that robust recruitment processes are followed at all times to confirm suitability	08/09/2021
provide training opportunities for staff to improve their knowledge of the ways in which children learn, and ensure they offer quality learning experiences for children	08/09/2021
support staff to develop a secure understanding of their roles in providing quality care for children while incorporating nursery routines effectively	08/09/2021
provide the manager with effective supervision and support to help them fulfil their roles and responsibilities	08/09/2021
ensure that staff are consistent in managing children's behaviour to implement clear boundaries to enable children to gain a secure understanding of their actions	08/09/2021

enable a regular two-way flow of information with parents to ensure that they receive regular feedback regarding their child's learning and development.	08/09/2021
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Setting details

Unique reference number	EY267694
Local authority	West Sussex
Inspection number	10203417
Type of provision	Childcare on non-domestic premises
Registers	Early Years Register, Compulsory Childcare Register, Voluntary Childcare Register
Day care type	Full day care
Age range of children at time of inspection	0 to 5
Total number of places	125
Number of children on roll	120
Name of registered person	Charlwood Nursery LTD
Registered person unique reference number	RP521599
Telephone number	01293 565544
Date of previous inspection	3 October 2016

Information about this early years setting

Charlwood House Day Nursery re-registered in 2003. It operates in Crawley, West Sussex. It is open between 7am and 6pm each weekday, all year round. The setting employs 23 staff, of whom 20 hold appropriate early years qualifications at level 2 or above. The setting receives government funding for children aged two, three and four years. The setting operates a holiday club for children aged four to 11 years.

Information about this inspection

Inspectors

Helen Penticost
Janet Thouless

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.
- The manager and the inspector completed a learning walk together.
- The inspectors carried out a joint observation with the deputy manager, spoke with staff and interacted with children.
- Parents shared their views about the setting with the inspectors.
- 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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