

Inspection of New Horizons Day Care LTD

New Horizon Day Care Centre, Unit 33, James Carter Road, Mildenhall, BURY ST. EDMUNDS, Suffolk IP28 7DE

Inspection date: 21 September 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	Good

What is it like to attend this early years setting?

The provision is inadequate

Children's safety is compromised as the managers and staff have not identified hazards in the front garden and indoors that could cause harm to children. In addition, staff are not secure in their understanding of what to do if they have a child protection concern. The safety of babies is further at risk. Staff do not frequently check those who are sleeping in the 'sleep room' at the opposite end of the building to the baby room. Staff do not ensure that babies are offered privacy when having their nappies changed. Despite this, staff do continue with babies' established routines for sleeping and feeding, promoting continuity of care.

Children do not make the best possible progress. Each child is allocated a key person who is responsible for ensuring that the child's care and learning is tailored to their individual needs. However, staff do not always know the children well enough. As a result, they do not know where children are in their learning and what they need to learn next. Often, staff do not engage in the children's play and daily routines. However, they do respond positively to children's changing interests. For example, they fetch wheeled toys for children to ride on when they ask for them, encouraging children to 'use their words' rather than pointing. Children develop close bonds with staff and mostly come into the nursery readily.

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

- The provider does not ensure that children are unable to access hazards that expose them to risk of harm. For example, in the front garden, there are staff's bicycles propped up where children are playing, standing water, and stacked tyres. Indoors, there is nothing to restrict children from wandering into the staff kitchen, where there is an urn with boiling water, or the staff toilet, where cleaning materials are stored.
- Staff do not check sleeping babies frequently enough to ensure that they are safe. A baby monitor is used so that staff can hear babies wake up but regular checks are not in place to monitor babies' safety, such as for sudden infant death syndrome.
- Staff are not sure about the process for reporting child protection concerns. They know to refer concerns to the designated person for safeguarding, but do not know the process to follow if this person does not act on the concern.
- The provider does not ensure that babies have privacy when they are having their nappies changed. This had been identified by staff. However, no action has been taken.
- Some staff do not understand their responsibilities as a key person. Transitions between key persons are not managed effectively. As a result, staff do not know the children well enough to be able to plan and provide for their continuing progress across the areas of learning.

- Teaching is not good enough to help children develop the key skills for the next stage in their learning. Staff are not clear about what they want children to learn from the activities they provide or how to challenge children and build on what they already know.
- The provider does not ensure that staff are deployed effectively to meet children's needs. For example, at snack time in the room for two- to three-year-old children, children waited a long time to receive a drink as only one member of staff carried out this task. The children became bored and restless.
- Overall, children behave well. They enjoy attention from staff when staff engage with them. Children then show interest in the activities that have been set up for them, such as using 'autumn colours' to paint pictures. Staff provide children with leaves that have fallen from trees and talk about how the leaves 'crunch' and sound 'crispy'.
- Staff share information with parents about what their children have been doing in the setting. Information is shared through daily verbal feedback and electronic communication.
- The provider is committed to the improvement of the nursery. Staff have opportunities for supervision meetings and professional development.

Safeguarding

The arrangements for safeguarding are not effective.

Staff are aware of the indicators of abuse to enable them to recognise when a child may be at risk. However, they are not all sure about what to do if they have a concern. All staff spoken to during the inspection were able to name the designated lead for safeguarding in the nursery and said that they would take concerns to her. However, they do not know what they would do if the lead person did not act on their concerns. There is a comprehensive written policy for safeguarding but staff were not aware to refer to this document in order to ensure that they are following the correct process.

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:

	Due date
carry out robust risk assessments and take necessary steps to ensure that children are able to play safely and do not have access to potential hazards	01/10/2021

ensure that all staff understand and know the safeguarding policies and procedures, with particular regard to their awareness of how to report concerns	01/10/2021
check sleeping babies regularly to ensure that they are safe	01/10/2021
provide babies with suitable changing facilities that offer them privacy when they are having their nappies changed	01/10/2021
ensure that staff understand their role as a key person, know about the children they are caring for, and understand how to meet their individual learning needs	31/12/2021
improve staff skills and teaching to ensure that children receive consistently good-quality learning experiences that are enjoyable, challenging and build on what they already know	31/12/2021
deploy staff effectively to meet children's individual care and learning needs.	31/12/2021

Setting details

Unique reference number	EY472340
Local authority	Suffolk
Inspection number	10205697
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 3
Total number of places	85
Number of children on roll	71
Name of registered person	New Horizons Day Care Ltd
Registered person unique reference number	RP908936
Telephone number	01638428984
Date of previous inspection	23 August 2017

Information about this early years setting

New Horizons Day Care LTD registered in 2013. The nursery opens Monday to Friday from 7am until 6pm all year round. The nursery employs 13 members of childcare staff, of whom nine hold appropriate early years qualifications at level 2 and above. In addition, there is a manager, deputy manager and special educational needs coordinator who work across both this setting and their other registered setting. The nursery receives funding to provide free early education for two-, three- and four-year-old children.

Information about this inspection

Inspector

Jacqui Mason

Inspection activities

- This was the first routine inspection the nursery received since the COVID-19 (coronavirus) pandemic. The inspector discussed the impact of the pandemic with the provider and has taken that into account in her evaluation of the nursery.
- The inspector viewed the provision and discussed the safety and suitability of the premises.
- The provider/manager, deputy manager and inspector completed a learning walk together of all areas of the nursery and discussed the early years curriculum.
- The inspector observed the quality of education being provided indoors and outdoors and assessed the impact that this was having on children's learning.
- Children spoke to the inspector during the inspection.
- The inspector talked to staff at appropriate times during the inspection and took account of their views.
- The inspector spoke with the provider/manager and the deputy manager about the leadership and management of the nursery.
- The inspector carried out joint observations of activities with the provider/manager.
- The inspector spoke to a small number of parents during the inspection and took account of their views.
- The inspector looked at relevant documentation and reviewed evidence of the suitability of staff working in the nursery.

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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