

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: 2 February 2022

Overall effectiveness	Inadequate
The quality of education	Inadequate
Behaviour and attitudes	Inadequate
Personal development	Inadequate
Leadership and management	Inadequate
Overall effectiveness at previous inspection	Inadequate

What is it like to attend this early years setting?

The provision is inadequate

The provider has failed to ensure that children are safe while at the nursery. Older babies are left alone with new staff, whose suitability has not been checked. In addition, staff are not deployed well enough to meet children's needs. The deployment of staff is not sufficient in order to meet the staff to child ratio requirements at the beginning of the day. Other aspects of safety have improved since the last inspection. For example, babies are now able to sleep safely and comfortably. Children are now given privacy when having their nappies changed.

Younger babies who are not yet mobile, do not have consistent staff to care for them. They are distressed throughout the day and unable to settle. Staff do cuddle the babies and follow their established routines for sleeping and feeding, which offers some continuity to their care. Children choose what they want to do. However, some older babies are not included in the routines and activities of the day. They spend a disproportionate amount of time sitting alone and unnoticed. Children do not make the best possible progress that they are capable of. Older children enjoy their interactions with staff, although whole-group times are chaotic. Staff do chat to the children. Overall, children behave well.

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

- The provider has failed to address some of the previous actions and further significant weaknesses have been identified at this inspection. She does not recognise weaknesses in the provision and relies on others to advise her about what needs to be improved.
- Due to COVID-19, the provider has temporarily mixed age groups of children who would otherwise be educated or cared for separately. However, she does not ensure that the required ratios of adults to children are met at the beginning of the day. Although the provider has struggled with staff absences due to COVID-19, she has enough staff available to manage this.
- Staff are not deployed effectively to meet children's needs. At the beginning of the day, new staff are frequently left alone with older babies for extended periods of time.
- The provider does not have suitable recruitment and selection procedures. She does not take up references or Disclosure and Barring Service checks in a timely way, to ensure that those working with the children are suitable to do so. There is a programme of staff supervision, but this is not consistent for all staff, to monitor their practice, support their professional development or tackle underperformance.
- Younger babies struggle to settle and build relationships with staff. The adults working with them frequently alternate with the other staff in the main part of the baby room. This means that young babies do not have consistent staff to

help them become familiar with the setting, settle, and build secure relationships with their key person.

- The needs of older babies are not met. They are not included in the activities of the day. For example, staff do not notice when children are not participating in anything. They do not initiate meaningful interactions with the children, who spend a long time sitting alone.
- Staff do not organise whole-group times, such as story time, well enough for older children. There are too many distractions, such as staff tidying away toys and others setting tables ready for lunch. Children are not able to listen and concentrate. They do not develop the key skills needed for the next stage of their learning.
- Older children enjoy an interesting range of activities. For example, they enjoy playing with cooked spaghetti. Children readily explore the texture and staff introduce new vocabulary, such as 'slimy' and 'sticky'. Staff extend the activity to include dishes and spoons, to help children develop their coordination and the muscles in their hands. Children are reminded about the need to share and consider the needs of others.
- Staff share information with parents to keep them informed about their child's day. However, the provider does not ensure that complaints from parents are responded to appropriately or that a record is kept of the outcome.

Safeguarding

The arrangements for safeguarding are not effective.

The provider does not have effective systems in place to ensure that new staff are suitable. For example, she has not carried out necessary checks as part of the recent recruitment of new staff. During this inspection, a new member of staff was frequently left alone with older babies, despite checks not being completed. This does not keep children safe. Since the last inspection, staff have improved their knowledge of safeguarding. They are aware of the indicators of abuse and know how to report concerns. They know what to do if they are concerned about the conduct of a colleague.

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 required ratios of staff to children are maintained at all times	18/02/2022

deploy staff effectively, to ensure that staff whose suitability has not been checked are never left alone with children	18/02/2022
improve recruitment and selection procedures to ensure that those working with children are suitable to do so	18/02/2022
implement a programme of supervision for all staff to monitor staff practice, support their professional development and tackle underperformance	18/02/2022
ensure that the youngest babies have consistent staff looking after them, to help them become familiar with the setting and build secure relationships with their key person	18/02/2022
ensure that all babies are fully included in all activities and routines of the day	18/02/2022
ensure that complaints are responded to appropriately and a record is kept of the outcome.	18/02/2022

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

	Due date
improve the organisation of whole-group times, when older children are sitting together, to support them to listen attentively and concentrate.	18/02/2022

Setting details

Unique reference number	EY472340
Local authority	Suffolk
Inspection number	10218442
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	21 September 2021

Information about this early years setting

New Horizons Day Care LTD registered in 2013. The nursery opens from Monday to Friday, all year round, from 7am until 6pm. The nursery employs 13 members of childcare staff, of which eight hold appropriate early years qualifications at level 2 and above. In addition, there is an owner/manager, deputy manager and a second deputy who is also the special educational needs coordinator. They work across both this nursery and their other registered nursery. 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

- The inspector discussed any continued impact of the pandemic with the provider and has taken that into account in her evaluation of the provider.
- The inspector observed the quality of teaching during activities and assessed the impact this has on children's learning.
- The inspector spoke with staff at appropriate times throughout the inspection. The provider/manager declined to conduct a joint observation.
- The inspector held a meeting with the provider/manager and the deputy manager. She looked at relevant documentation, such as evidence of the suitability of staff working in the nursery and a selection of policies.
- The inspector spoke to a small number of parents during the inspection.
- The inspector viewed the provision and discussed the safety and suitability of the premises.
- Children spoke to/communicated with the inspector during the inspection.

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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