

Inspection of Red Robins Day Nursery

8a Studlands Park Industrial Estate, Studlands Park Avenue, Newmarket CB8 7EA

Inspection date: 9 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	Not applicable

What is it like to attend this early years setting?

The provision is inadequate

Children's care and learning needs are not met. At the beginning of the day, babies, toddlers and older children are all grouped together. At these times, there are not enough staff available to meet children's needs or provide consistent care. Children's health and safety is not assured. Security arrangements are lax and daily risk assessments fail to identify and remove risks within areas which children use. Records that are essential for the safe care of the children are not accurately maintained.

At times, when there are sufficient staff present, babies receive appropriate attention and warm interactions. Sleeping, eating and nappy changing routines are followed. Children choose from resources, which are generally of good quality. However, overall the curriculum is not well planned and lacks challenge. As a result, children's interest is not captured or sustained. They are not encouraged to persevere at activities or supported to be independent. That said, children have a go at drawing pictures of themselves, after checking their facial features in a mirror. They bathe, dress and then pretend to feed their dolls. Older children enjoy being outside in the fresh air.

Most children, generally, behave well as staff are kind, calm and consistent in their approach to managing behaviour. However, when children find it difficult to share, staff are quick to step in and resolve the issue, as opposed to helping children to learn how to regulate their own behaviour.

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

- Leadership is weak. At the beginning of the day, there are not enough staff to adequately care for the children. At these times, children are unsettled, several cry and others wander with little to occupy them. In addition, at this time, only one member of staff holds an early years qualification. Staff try to reassure and care for the children, but they are unable to do so effectively. This is because staff have to leave the playroom to go and answer the door, which is downstairs, each time another child arrives.
- There is no designated deputy to take charge in the absence of the manager. Staff do not receive a thorough enough induction. This does not prepare them for their roles and responsibilities or to deliver teaching and learning that the nursery advertises. Some staff do not have sufficient knowledge and skills with regard to the early years foundation stage. The nursery manager and staff lack confidence in how to effectively deliver a challenging curriculum, including teaching phonics to very young children.
- There is currently no key-person system in place. As a result, children are not provided with a member of staff to help them become familiar with the setting

or to build relationships with their parents. Some staff, who form part of the required minimum adult to child ratios, do not know or remember some of the children's names.

- Records of children attending the nursery are not accurate or up to date. In addition, staff do not record information accurately when obtaining permission to give children medication. This compromises children's safety, especially with regards to evacuating the premises or ensuring children's health needs are met.
- Supervision of staff is neither regular or effective. Staff are not adequately trained or coached on how to plan and deliver the type of curriculum which the nursery advertises. They are not supported to take up professional development opportunities, aside from completing mandatory training, such as paediatric first aid and safeguarding.
- The nursery has a designated special educational needs coordinator. However, there are inadequate arrangements in place to support children with special educational needs and/or disabilities. Children, particularly those who are slower to speak, are not provided with enough support to swiftly close gaps in their learning.
- Information provided to parents via the nursery's website is misleading. Children do not have opportunities to take part in forest school activities. They do not enjoy an organic menu from outside caterers. Instead, nursery staff cook meals and prepare snacks and babies' bottles on site. However, the kitchen and milk preparation area has not been assessed to meet health and safety legislation for this purpose.

Safeguarding

The arrangements for safeguarding are not effective.

Staff do not know the procedures to evacuate babies and children from the premises, which are located on the first floor. Fire drills have not been practised since the nursery opened. Risks are not identified or addressed. Internal doors are not secured, so children can leave the upstairs playroom unnoticed. Staff fail to consistently secure the entrance door, so unknown people can access the nursery premises. Plastic bags and cleaning sprays, which are a danger if ingested, are left within children's reach. There is a designated person to lead on safeguarding matters. Staff complete child protection training and know and can recognise signs of abuse. They know what procedures to follow should they have a concern about a child in their care.

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
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ensure that minimum qualifications requirements are adhered to at all times, and that at least half of all staff, in addition to the manager, hold at least an approved level 2 qualification	18/02/2022
ensure minimum staff to child ratios are maintained at all times with at least one member of staff for every three children aged under two years, at least one member of staff for every four children aged two years and under three years and at least one member of staff for every eight children aged three years and over	18/02/2022
ensure staffing arrangements meet the needs of the children, particularly when children are dropped off and collected from the nursery	18/02/2022
ensure that there is a named deputy, who is capable and qualified to take charge in the manager's absence	18/02/2022
ensure staff have appropriate qualifications, skills and knowledge and support them to undertake training and professional development opportunities, so they can offer quality learning and development experiences for children	16/05/2022
ensure all staff receive appropriate induction training to help them understand their roles and responsibilities, and that this includes information about emergency evacuation procedures and health and safety issues	16/03/2022
ensure the safety of children and staff on the premises in case of fire or any other emergency and ensure that emergency evacuation procedures, which are in place, are known and followed by staff	18/02/2022

ensure risk assessments identify aspects of the environment that need to be checked on a regular basis and take all reasonable steps to remove or minimise risks to ensure that children are safe	18/02/2022
ensure children cannot leave the premises unsupervised and take all reasonable steps to prevent unauthorised persons from entering the premises	18/02/2022
ensure that the daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person is accurately maintained	18/02/2022
ensure that written permission for both prescribed and non prescribed medication is always obtained from the parent/carer and keep a written record of each time a medicine is administered to a child	18/02/2022
ensure each child is assigned a key person, whose role is to make sure that the child's care is tailored to meet their individual needs, to help the child become familiar with the setting and offer a settled relationship for the child, whilst building a relationship with their parents	16/03/2022
ensure that there are appropriate arrangements in place for the supervision of staff, which provides support, coaching and training for staff to promote the interests of the children	16/03/2022

ensure that any information available to parents/carers gives an accurate representation of how the early years foundation stage is being delivered, the range and type of experiences provided, the food and drinks provided for the children and the staffing arrangements in the setting	16/03/2022
ensure staff are supported to plan challenging experiences, under all seven areas of learning and that they are helped to deliver educational programmes that build on what children already know and can do	16/05/2022
ensure the premises, which include areas where children's food is prepared and cooked and babies bottles are prepared, comply with health and safety legislation.	16/03/2022

Setting details

Unique reference number	2631537
Local authority	Suffolk
Inspection number	10221940
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	30
Number of children on roll	36
Name of registered person	St Christopher's Robins Childcare Services Limited
Registered person unique reference number	RP533636
Telephone number	07584961601
Date of previous inspection	Not applicable

Information about this early years setting

Red Robins Day Nursery registered in 2021 and is located in Newmarket, Suffolk. The nursery caters for babies and children up to the age of five years. The nursery is open each weekday between 7.30am and 6pm, all year round, with the exception of bank holidays. The nursery currently provides funded early education for three- and four-year-old children.

Information about this inspection

Inspector

Dawn Pointer

Inspection activities

- This was the first routine inspection the setting received since registration was granted during the COVID-19 pandemic. The inspector discussed the impact of the pandemic with the provider and has taken this into account in their evaluation of the setting.
- We carried out this inspection as a result of a risk assessment, following information we received about this provider.
- The inspector spoke with the manager in order to understand how the early years provision and curriculum is planned and organised.
- The inspector observed staff interaction with children during activities indoors and outdoors and assessed the impact this has on the children's learning.
- The inspector completed a joint observation with the nursery owner.
- The inspector held a meeting with the nursery owner and the nursery manager. The inspector looked at a sample of documentation.
- The inspector spoke with staff and children at appropriate times during the inspection.
- The inspector spoke with a sample of parents and took account of their views.

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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