

Inspection of Bliss Childcare And Nursery School

Southfields Methodist Church, 423 Durnsford Road, London, Surrey SW19 8EE

Inspection date: 3 August 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 welfare and safety is not protected. As a result of the provider's failure to ensure hazards are addressed by staff, children are exposed to risks, such as trailing wires and unstable fans. Children are put at further risk, as the provider does not ensure robust suitability checks for adults in regular contact with children are performed. Children do not receive support to develop healthy habits. For example, staff do not implement regular handwashing routines. Frequent staff changes have an impact on children's well-being. Children, including those who need extra help with their learning, do not build secure and consistent relationships with key persons. Some children experience several changes to key staff during short periods. Staff do not meet children's individual care and learning needs well. They are sometimes unaware of children's backgrounds. Staff overlook some children and provide little support for children to engage in learning.

Despite these significant weaknesses, children generally engage with the resources available to them. Toddlers are excited to go on local outings. They wait patiently to be strapped into buggies and follow instructions well. Babies show an emerging interest in books. They turn pages and explore different textures as they look at pictures. Older children devise games that their friends quickly join. For example, children challenge each other to jump from one hoop to another, gradually increasing the distance.

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

- The provider does not check that safer recruitment guidance is followed or that required information is recorded. The new manager is unable to provide evidence of robust vetting for all staff and volunteers, including references, identity checks, the dates that Disclosure and Barring Service checks were obtained and by whom. Children's welfare cannot be assured.
- The provider has identified the new manager as the designated safeguarding officer. However, the manager does not demonstrate that she is able to fulfil her roles and responsibilities and provide the correct advice and guidance to ensure the safety of children. She does not follow the safeguarding policy and procedure and fails to notify relevant agencies when concerns arise. This puts children at risk.
- The provider does not ensure that support for staff is effective. The absence of skilled practitioners has a significant impact on the progress that children make. Staff teaching needs to improve. Staff do not plan challenging activities for children that reflect children's backgrounds, individual needs or languages. Planned changes to the learning environment and activities have not yet been implemented.
- The provider does not ensure that staff can fulfil the role of key persons who

should provide a settled relationship for children and parents so that children's welfare, emotional development, and individual learning needs are addressed effectively. Staff are unable to meet the children's welfare and learning needs due to being unfamiliar with the children and setting. Parents report that they are unsure on a day-to-day basis who will be caring for their child.

- Staff demonstrate poor interactions with children. Babies have few opportunities to develop early communication skills, including during personal-care routines. Older children who are confident communicators have few opportunities to learn new words or hold meaningful back-and-forth conversations. Less-confident children do not receive the support that they need to engage in play activities with their friends.
- Staff have not undertaken progress reports for children aged two, as required, for over a year. This lack of assessment results in poor monitoring of children's learning, including for children who have identified learning needs. This means that effective action cannot be promptly taken to address emerging or persistent gaps in children's learning.
- The new manager has increased the frequency of information shared with parents about children's care and learning. This is in its infancy, although she is responsive to parents who raise issues or concerns. However, a record of complaints is not maintained, as required. In addition, parents do not receive the information they need to help them support their children's learning at home. This hinders the progress that children can make in their learning.
- The provider arranges physical activity sessions with external tutors, such as yoga and tennis. However, staff do not plan consistent opportunities for children to engage in more active play outdoors sufficiently well. Activities that help children to explore natural materials or learn about nature and living things are limited.

Safeguarding

The arrangements for safeguarding are not effective.

Weaknesses in leadership and management have a significant impact on children's safety. The manager does not follow the correct procedures for dealing with allegations against staff. Some care routines are not monitored effectively to ensure children's health and hygiene are promoted. For instance, staff change babies on cluttered changing tables and do not encourage toddlers to remove their shoes before they walk across beds. Staff do not show that they understand how to manage risks to children's safety. Information about accidents is not always shared promptly. During the inspection, several risks to children were identified. For example, the sleep area for babies provides limited space without sufficient ventilation in warm weather. Poor record keeping and a lack of staff vigilance about children's dietary and health needs also significantly compromise children's welfare.

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 |
|--|-----------------|
| provide an effective and suitable designated practitioner with lead responsibility for safeguarding to provide support, advice, and guidance to staff on an ongoing basis and on any specific safeguarding issue as required | 01/09/2022 |
| implement a policy and procedures to safeguard children in line with the guidance and procedures of the relevant safeguarding partnership which includes an explanation of the action to be taken in the event of an allegation being made against a member of staff | 01/09/2022 |
| ensure effective and robust recruitment systems are in place so that practitioners and any other person who is likely to have regular contact with children are suitable | 01/09/2022 |
| provide robust systems for supporting and monitoring staff to enable them to meet children's needs and promote their safety | 01/09/2022 |
| ensure that an effective key-person system is in place to provide a settled relationship for children and parents, so that children's welfare, emotional development, and individual learning needs are addressed effectively | 01/09/2022 |
| ensure that staffing arrangements meet the needs of all children and ensure their safety | 01/09/2022 |
| ensure thorough records of children's dietary needs are obtained, updated regularly and implemented effectively to promote children's health and safety | 01/09/2022 |

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| maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met with particular regard to thorough, accurate and detailed information regarding accidents and injuries | 01/09/2022 |
| ensure that the premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the ages of the children cared for and comply with requirements of health and safety legislation, including hygiene requirements | 01/09/2022 |
| implement a thorough and effective risk assessment that demonstrates prompt action is taken to remove or minimise risk to ensure children's safety at all times and to inform parents and/or carers of how risk is managed. | 01/09/2022 |

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

| | Due date |
|---|-----------------|
| ensure staff are able to implement an effective and challenging curriculum that reflects children's individual learning needs, backgrounds and languages | 14/09/2022 |
| support staff to develop children's communication and language and plan outdoor learning opportunities that help children to develop their physical skills and understanding of the natural environment | 14/09/2022 |
| ensure that staff complete a progress report for children aged two years and share information about children's learning with parents | 14/09/2022 |

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| maintain a written record of any complaints, and their outcome. | 14/09/2022 |
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Setting details

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| Unique reference number | 2557636 |
| Local authority | Merton |
| Inspection number | 10248638 |
| Type of provision | Childcare on non-domestic premises |
| Registers | Early Years Register |
| Day care type | Full day care |
| Age range of children at time of inspection | 0 to 4 |
| Total number of places | 49 |
| Number of children on roll | 51 |
| Name of registered person | Khan, Zahida |
| Registered person unique reference number | RP909507 |
| Telephone number | |
| Date of previous inspection | Not applicable |

Information about this early years setting

Bliss Childcare And Nursery School registered in 2019. It is one of three private nurseries owned by the provider. The nursery opens from 7.30am to 6.30pm, Monday to Friday, all year round. Ten staff work directly with children. Of these, two staff, including the manager, hold qualifications at levels 3 and 4. One staff member is a qualified teacher. The provider also employs a chef. The provider receives funding for early education places for children aged three and four years.

Information about this inspection

Inspector

Kareen Jacobs

Inspection activities

- This was the first routine inspection the nursery received since the COVID-19 pandemic began. The inspector discussed the impact of the pandemic with the provider and has taken that into account in her evaluation of the nursery.
- The manager showed the inspector around the nursery and explained how staff support children's learning and development.
- The inspector observed the quality of interactions between staff and children, and assessed the impact of these on children's learning.
- The manager and inspector jointly observed children's lunchtime and sleep routines.
- The provider and manager met with the inspector. Discussions included arrangements for the recruitment and support of staff, and safeguarding.
- The inspector reviewed documents. These included evidence of the suitability of staff, accident records and evidence of staff professional development.
- The inspector considered the views of parents as part of 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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