

Inspection of Angels Childcare

In Total Fitness, Kingsley Road, Lincoln, Lincs LN6 3TA

Inspection date: 17 January 2023

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 well-being, safety and education are compromised because the provider has failed to meet the requirements set out in the 'Statutory framework for the early years foundation stage'.

Staff display poor regard for children's learning. They do not engage children with purposeful interactions. This results in poor, disengaged behaviour. For instance, children wander around the room with their hands in their pockets, showing apathy and a lack of motivation. Others run around the room and wrestle their peers to the ground. Children sit silently as they eat their breakfast, because staff do not engage in meaningful conversation. Some children become restless and throw rice and pasta, creating a slip hazard. Staff fail to address children's well-being needs. Children feel compelled to approach visitors to attend to their needs. For example, they ask visitors to get them a tissue for their nose or their water bottle when they need a drink because staff do not notice when children need help. Managers have not identified the risky sleeping arrangements staff have in place for children, and staff fail to recognise their own poor practice.

Despite the significant weaknesses, staff in the baby room show that they know the babies well, and provide comfort and cuddles when needed. Staff show that they adapt the environment to suit the babies' development. For example, they move activities up to a higher level to develop babies' muscle strength in preparation for walking. Older children show independence as they serve themselves lunch and put their coats on ready for play.

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

- The provider does not ensure that staff have an up-to-date knowledge of safeguarding practice and procedures. For example, staff do not know how to escalate any concerns to other agencies about a child that is in the care of the setting. Furthermore, staff do not know what to do if their concerns about a colleague are not dealt with appropriately by the management team. Therefore, children's safety is potentially compromised.
- The provider does not ensure that the environment is fit for purpose and maintained to a good standard. For example, carpets are worn and stained, walls and doors are grimy with fingerprints and resources are dirty and disorganised. Cleaning and monitoring routines are not robust or thorough enough to ensure the environment is hygienic and suitable for children's play.
- The quality of education across the setting is poor. Staff do not understand the curriculum, because the provider and manager do not have a clear vision of what they want children to learn. The activities that staff provide do not meet children's needs. Occasionally, they are too difficult for the children's abilities

and at other times they are not ambitious enough.

- The provider does not ensure that sleeping arrangements for younger children are safe and suitable for the age of the child. For example, babies aged 15 months are placed in baby bouncers for prolonged periods of time to sleep. Young toddlers are left to sleep in an upright position on a sofa, which leaves them at risk of having an accident, such as falling off the sofa. This practice does not follow safe sleeping guidance.
- Provision for children with special educational needs and/or disabilities (SEND) is poor. The arrangements for supporting children with SEND so that they can make good progress are not effective. Children lack direction and spend periods of time disengaged from play. Furthermore, the provider gives the responsibility of supervising children with SEND to inexperienced young volunteers, who do not yet have the capacity to meet these children's needs.
- While risk assessments are completed, these are not robust and are not reviewed often enough to identify new hazards. In addition, staff fail to identify day-to-day hazards as they occur in the nursery. For example, resources are not tidied away in a timely fashion. This results in items, such as batteries from toys, pasta, pencils and books, being strewn around on the floor.
- Staff do not communicate clear boundaries to children. Pre-school children run around the room, knocking other children over. Staff do not challenge children who tip out the contents of boxes and throw books onto the floor. Children do not respond to the tidy-up music that is played and some refuse to wash their hands before lunch.
- The provider has not appointed a deputy manager, who is capable of taking responsibility for the nursery in the provider's and the manager's absence. This leaves the nursery with no-one with overall responsibility for day-to-day management or to take the lead in the event of an emergency.
- The provider does not have good enough performance management systems in place to monitor staff practice or provide staff with effective supervision. The manager and staff do not have the coaching and support they need to give children a good quality education, through consistently good teaching. The interactions that staff have with children do not promote their learning and development. For example, when opportunities arise for language to be introduced, such as at mealtimes, staff sit silently and children copy this.
- Parents are generally happy with the care and education the nursery provides. Parents state that they feel the nursery is nurturing and friendly. Parents comment that the nursery provides them with updates on their child's progress.

Safeguarding

The arrangements for safeguarding are not effective.

Managers have not ensured that staff understand how to escalate any concerns they may have about a child's welfare. Staff are aware of the signs and symptoms of abuse but managers have not ensured that staff know how to take appropriate action, should they have concerns about another member of staff, by reporting their concerns to the local authority. Staff are slow to respond to incidents and

accidents that occur, often not noticing for a prolonged period of time if a child has been injured. Risk assessments are not effective. Spillages and items on the floor are not cleared up in a timely fashion, posing a risk of slips and trips.

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 all staff have an up-to-date knowledge of safeguarding practice and procedures	17/02/2023
ensure staff understand how to respond to and report allegations against another member of staff	17/02/2023
ensure that the premises are fit for purpose, with particular regard to cleanliness and hygiene	17/02/2023
ensure that sleeping arrangements for younger children are safe and suitable for their age and stage of development	17/02/2023
provide effective support for children with special educational needs and/or disabilities from suitably qualified and experienced staff	17/02/2023
ensure risks are identified by staff and make sure that staff take action to remove hazards as they occur	17/02/2023
devise and implement a programme to manage children's behaviour and help them to understand staff expectations	17/02/2023
ensure that there is a named deputy manager, who is capable and qualified to take charge in the manager's absence	17/02/2023

implement effective systems for staff supervision, coaching, mentoring, and training to improve staff knowledge of child development and the curriculum, and to promote consistently good teaching and learning.	17/02/2023
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To meet the requirements of the early years foundation stage, the provider must:

	Due date
devise and implement a curriculum that is understood by the manager and staff, and which engages children in meaningful learning.	17/02/2023

Setting details

Unique reference number	EY424578
Local authority	Lincolnshire
Inspection number	10263248
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	1 to 4
Total number of places	64
Number of children on roll	98
Name of registered person	Johnston, Kirstie
Registered person unique reference number	RP902952
Telephone number	01522 705678
Date of previous inspection	25 April 2017

Information about this early years setting

Angels Childcare registered in 2011 and is located in Lincoln. The nursery employs 19 members of childcare staff. Of these, 18 hold appropriate early years qualifications at level 2 and above. The nursery opens from Monday to Friday all year round. Sessions are from 7.30am until 6pm. The nursery provides funded early education for two-, three- and four-year-old children.

Information about this inspection

Inspector
Stephanie North

Inspection activities

- This was the first routine inspection the provider 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 their evaluation of the provider.
- The inspector viewed the provision and discussed the safety and suitability of the premises.
- The provider and manager joined the inspector on a learning walk and talked to the inspector about their curriculum and what they want their children to learn.
- 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 special educational needs coordinator spoke to the inspector about how they support children with special educational needs and/or disabilities.
- The inspector observed the quality of education being provided, indoors and outdoors, and assessed the impact that this was having on children's learning.
- The inspector carried out joint observations of a group activity with the manager.
- Parents and grandparents shared their views of the setting with the inspector.
- 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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