

Inspection of Serendipity Day Nursery Ltd

Oakymead Park, Newton Road, Kingsteignton, Newton Abbot, Devon TQ12 3AN

Inspection date: 20 February 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

Leadership and management are poor. The manager does not ensure that the setting is safe for all children. She does not ensure risk assessments are carried out effectively. Children are at risk from unsafe equipment and premises which are not secure. Children are often left without appropriate supervision and their unsafe behaviour often goes unnoticed, particularly in the outdoor area. For example, babies climb dangerously head first into the windows of outdoor play cars. The youngest children are often left alone to wander and have little adult engagement.

The manager has not put in place an effective curriculum because it does not take account of what children need to learn next. Staff fail to organise activities in a way that engages the children. Babies and toddlers have few activities planned for them. Children have to wait for the attention of staff for long periods of time and they become bored and disinterested. Children who speak English as an additional language (EAL) have limited interaction with staff.

The manager has not put in place an effective key-person system. Staff do not know their key children well and children do not have strong relationships with staff. The manager has not ensured staff have the training they need to effectively support children.

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

- The manager does not ensure that staff make effective use of risk assessments to keep the children safe. She does not ensure the front door is closed securely after parents leave. Consequently, unauthorised persons can enter the setting or children can leave unsupervised. Babies are at risk of injuring themselves on heavy folding table tops in the baby room as they are not securely fixed. Plastic nappy sacks are accessible to babies and planks of wood balanced against a fence present a hazard to older children.
- The management team does not place enough emphasis on planning a curriculum which builds on what children already know. Leaders have not ensured that staff have the necessary skills, knowledge and understanding to successfully implement the curriculum. Staff fail to engage and include all children in the learning experiences on offer. The manager does not provide the necessary support, coaching and training required to ensure staff have a good enough understanding of what they want children to learn and how to teach this. As a result, children are not provided with quality learning and development experiences.
- Staff deployment is ineffective and the manager does not ensure that staff understand their roles and responsibilities. Consequently, children are not effectively supervised. Staff care for children in groups where age ranges vary

widely and are unable to successfully meet the needs of all children. For example, they do not provide very young children with the help and support they need to engage successfully in the activities provided, which are more suited to older children.

- Key persons do not know enough about their key children's needs and have not built good enough relationships with the children or their parents. Not all parents know who their child's key person is. Staff do not have a good enough knowledge of what the children in their care already know, understand and can do. Therefore, they are not able to tailor their care and the curriculum to meet children's individual needs. Young babies are not nurtured by a member of staff who knows them well as they are not looked after by the same staff regularly enough.
- Support for children who speak English as an additional language (EAL) is poor. Staff fail to use strategies available to them to support these children, such as picture cards and including words from children's home language. As a result, children with EAL find it difficult to join in activities because they are not helped to understand what is happening and this limits the progress they make.

Safeguarding

The arrangements for safeguarding are not effective.

The management team does not ensure the setting is safe and secure at all times. They fail to recognise risks, particularly in the baby room and outdoor areas, and take appropriate action to remove them, even when they are pointed out to them. Ineffective deployment of staff means that children are not always supervised effectively, such as when they are eating breakfast. Staff are aware of the signs and symptoms of abuse. They know who the designated safeguarding leads are and how to escalate concerns to external agencies if required.

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 staff are deployed effectively, so they can engage in quality interactions with children and supervise them appropriately	27/02/2023

implement effective risk assessments to ensure children's indoor and outdoor play areas are safe, secure and suitable for children	27/02/2023
implement effective systems for the training and mentoring of staff, to ensure they have the support, knowledge and skills to carry out their roles and responsibilities	14/03/2023
implement an effective key-person system to ensure that children form settled relationships with staff and that their care is tailored to meet their needs.	14/03/2023

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

	Due date
ensure children who speak English as an additional language are supported to use their home language in play and engage in the learning experiences on offer	14/03/2023
implement an effective curriculum that builds on what children know and can already do, taking into account their needs and interests, to offer them challenge and high levels of engagement.	14/03/2023

Setting details

Unique reference number	EY266819
Local authority	Devon
Inspection number	10278510
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	38
Number of children on roll	56
Name of registered person	Serendipity Day Nursery Ltd
Registered person unique reference number	RP521567
Telephone number	01626369697
Date of previous inspection	6 July 2022

Information about this early years setting

Serendipity Day Nursery Ltd is situated in Kingsteignton, near Newton Abbot, Devon. It registered in 2003. The nursery is open from 8am to 6pm Monday to Friday, 50 weeks of the year. The nursery employs eight members of staff. Five members of staff hold appropriate childcare qualifications at level 3, one member of staff holds an appropriate childcare qualification at level 2 and two members of staff are currently unqualified. The nursery receives funding to provide free early education for two-, three- and four-year-old children.

Information about this inspection

Inspectors

Leanne Edge
Jemma Honey

Inspection activities

- The inspectors discussed any continued impact of the pandemic with the provider and have taken that into account in their evaluation of the provider.
- We carried out this inspection as a result of a risk assessment, following information we received about the provider.
- The inspectors viewed the provision and discussed the safety and suitability of the premises.
- The manager and the lead inspector completed a learning walk of all areas of the nursery and discussed the early years curriculum.
- Children spoke to/communicated with the inspectors during the inspection.
- The inspectors observed the quality of education being provided, indoors and outdoors, and assessed the impact that this was having on children's learning.
- The manager and the lead inspector carried out a joint observation in the outdoor area.
- The inspectors talked to staff at appropriate times during the inspection and took account of their views.
- Parents shared their views on the setting with the inspectors.
- The inspectors looked at relevant documentation and reviewed evidence of the suitability of the 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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