

Inspection of Mulberry Bush Nursery

Ditherington Road, SHREWSBURY SY1 4DQ

Inspection date: 19 April 2023

Overall effectiveness	Inadequate
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The quality of education	Good
Behaviour and attitudes	Good
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

Leaders and managers have failed to act on allegations made to them about poor staff conduct. Although they reported the allegation to the local authority designated officer (LADO) and followed their advice, the subsequent investigation they carried out was completed poorly. The evidence gathered was not sufficiently scrutinised and leaders failed to identify the risk to children.

That said, children enter this nursery happily and have close bonds with staff, who know them well. Children enjoy daily outdoor play, where they listen for birds and dig for worms. Staff make good use of stories to promote a love of books and develop children's language skills. Staff skilfully quieten their voices to add excitement to the end of a story. This keeps children highly engaged and helps to support their listening skills.

Children delight in making play dough. They take turns to mix and squeeze the ingredients with their hands, and patiently wait for their friends to have a go. Staff have high expectations for all children and children generally behave well. Children develop independence. They can put on their own coats and staff support them with a have a go attitude. Children are learning important skills that prepare them well for their future learning and their eventual move to school.

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

- Children are not safeguarded. When following advice from the LADO, managers fail to complete comprehensive investigations from safeguarding information they have received. Issues relating to poor staff conduct and performance are not addressed appropriately or in a timely manner. Furthermore, managers disregard the importance of maintaining clear, accurate and detailed records in response to safeguarding issues. Other required information and records, such as information received about allegations against staff, are not available. This impacts on the safe and efficient management of the nursery. The manager does not have a good enough understanding of what needs to be notified to Ofsted. She failed to notify Ofsted of an allegation made against a member of staff.
- Staff do not always complete a written record when a child has an accident. Furthermore, information about accidents, including bumps to the head, is not always shared with parents in a timely manner. This puts children at risk of further complications related to any injuries they might have sustained.
- Children enjoy practising their independence during mealtimes. They use metal cutlery, porcelain plates and glass tumblers. This teaches children to be careful and understand consequences if they drop them. However, staff fail to recognise the risk of choking when they serve sausages either whole or in half. Children

struggle to cut them, so they spear the sausages and take large bites. This puts children at risk of choking as staff do not support them to cut food into appropriate sizes.

- Children are learning to follow some basic rules and boundaries of behaviour. For example, staff encourage 'kind hands' and listening ears, and teach children that feet should be kept on the floor. Children generally listen and follow these instructions.
- The manager has designed a structured and interesting curriculum. They can confidently discuss what they want children to learn while at the nursery. Staff gather valuable information from parents when children start and use this to help them to set accurate starting points. Regular and ongoing assessment means that any gaps in children's knowledge are identified quickly. Staff make timely referrals to other professionals to help get any early help children might need to support their learning and development.
- Children are developing friendships and show kindness towards each other. As different aged children pass in the corridor, they happily greet and wave to each other. Children are polite and staff promote the use of manners.
- Staff are attentive to children's needs. They closely supervise as children climb on the large equipment in the garden. Staff effectively deploy themselves to meet the safety and learning needs of children. Ratios are met. Staff count children in and out of rooms to make sure they remain safely accounted for.
- Parents speak highly of the nursery. They comment that their children are happy, settled and share close bonds with staff. Parents say their children are making good progress in their learning. They say information is regularly shared with them via an online app. All parents spoken to know who their child's key person is. This helps with effective two-way communication.

Safeguarding

The arrangements for safeguarding are not effective.

Children are not properly safeguarded because leaders and managers have failed to take appropriate action when there have been allegations made against staff. Staff follow whistle-blowing procedures to report concerns about another member of staff's conduct to the manager. However, leaders fail to act on these concerns in an appropriate way. Although they refer concerns to the LADO and follow the advice they receive, they do not investigate thoroughly enough or recognise the seriousness of the allegation. As a result, staff who may be unsuitable have been allowed to continue working with children in a different setting within the nursery group. Staff know the signs and symptoms that might indicate a child is being exposed to different types of abuse.

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 managers understand the policy and procedure to safeguard children, including making sure that they know what action to take in the event of an allegation being made against a member of staff	15/05/2023
ensure that managers have a secure knowledge and understanding of matters that must be notified to Ofsted, including any allegations made against staff	15/05/2023
ensure that all required information and records are clear, accurate and sufficiently detailed	15/05/2023
ensure records are accessible and made available upon request for inspection to promote the safe and efficient management of the setting	15/05/2023
demonstrate that leaders and managers understand how and when to address staff performance or conduct issues to promote the interests of children	15/05/2023
ensure staff have secure knowledge and understanding of the records to complete following an accident, including what information needs to be shared with parents in a timely manner	15/05/2023
ensure staff are competent in the handling and preparation of food, including food safety, so that they have sufficient knowledge of how to identify any food that may pose a risk of choking.	15/05/2023

Setting details

Unique reference number	EY458254
Local authority	Shropshire
Inspection number	10276631
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 5
Total number of places	72
Number of children on roll	90
Name of registered person	Hazles Farm Child Care Limited
Registered person unique reference number	RP911217
Telephone number	07538972730
Date of previous inspection	25 July 2017

Information about this early years setting

Mulberry Bush Nursery registered in 2012 and is located in Shrewsbury. The nursery employs 15 members of childcare staff. Of these, 14 hold appropriate early years qualifications at level 2, level 3 and above. The nursery opens Monday to Friday, all year round. Sessions are from 7.30am until 6pm. The nursery provides funded early education for three- and four-year-old children.

Information about this inspection

Inspector
Katie Rudge

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.
- We carried out this inspection as a result of a risk assessment, following information we received about the provider.
- The inspector viewed the provision and discussed the safety and suitability of the premises.
- The manager joined the inspector on a learning walk and talked to the inspector about their curriculum and what they want their children to learn.
- The inspector talked to staff at appropriate times during the inspection and took account of their views.
- 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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