

Inspection of Serendipity Day Nursery Ltd

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

Inspection date: 15 August 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

Inadequate

What is it like to attend this early years setting?

The provision is inadequate

The provider does not do enough to address breaches of requirements. They are unable to embed and sustain improvements following inspections. Some of the weaknesses raised at previous inspections have not been resolved, and further breaches have occurred. The decline in standards puts children's safety at risk. For example, the provider does not ensure that all staff have a secure understanding of the procedures to follow to report all safeguarding concerns. At times, the supervision of children is poor, and staff do not tend to children's needs. Although staff put a stop to some of the children's inappropriate and unsafe behaviour, they do not help them to understand expectations. This does not support children to follow the rules and help to keep themselves safe.

The provider does not monitor and support the manager and staff to improve their knowledge and practice. Consequently, the delivery of the curriculum is often weak. The manager and staff do not meet children's learning needs or help them to make good progress, including to develop their speech and language. The provider does not ensure that the manager and staff work with parents and other professionals who are involved in children's care and learning, to enable consistency in children's experiences. Nonetheless, children arrive at the setting confidently and greet their friends and staff happily. They develop positive relationships with the friendly and kind staff team. For example, when the younger children wake from naps, they cuddle staff affectionately until they feel ready to play.

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

- The provider does not ensure that effective and meaningful engagement takes place with the manager and staff. This means that there are consistent failures to meet the requirements of the early years foundation stage (EYFS). Weaknesses in practice are not dealt with promptly and effectively to raise standards. When improvements are made, these are not sustained over time.
- Although all staff have completed relevant safeguarding training, the provider has not ensured that they understand all safeguarding procedures. The designated safeguarding lead (DSL) and some staff do not know how to manage allegations against staff should they arise, including reporting concerns to the relevant agencies. This compromises children's welfare.
- The manager and staff do not supervise children sufficiently during mealtimes. Staff prioritise other tasks, such as clearing up and preparing food, rather than meeting the children's needs. Consequently, staff fail to notice when children pour pasta sauce directly from a shared jug into their mouths, stand on the chairs and tables and tip water over the tables. Babies are placed in highchairs but do not receive any interaction from staff, and they become upset. Staff's

lack of support during these times leads to a very noisy and chaotic environment, and children do not receive the care and attention they need.

- The provider does not support and coach the manager and staff effectively. As a result, they do not meet every child's individual needs and deliver a good standard of care and education. For example, although key persons know their children well, they do not know children's next steps in learning. This means that key persons do not target the children's individual learning needs well enough to help them make good progress across the EYFS.
- The provider does not monitor the delivery of the curriculum closely enough. The manager and staff do not build on what every child knows and can do to challenge and stimulate them. Most children find the planned activities enjoyable and concentrate well to begin with, but some lose interest and become overexcited. Weak staff deployment means that some children go for long periods of time without purposeful interaction or support from staff to engage them in learning. This includes children who require additional help.
- The manager and staff do not provide high-quality support for children's communication and language development. For example, staff give babies their dummies unnecessarily when they play. Although the babies explore the toys happily by themselves with the dummies in their mouths, this hinders their opportunities to practise babbling and speaking. Staff identify children who have delayed speech but do not interact with them often enough throughout the day to help close any gaps in their communication skills.
- Staff's management of children's behaviour is ineffective. They do not help children to understand expectations and boundaries. For example, when older children argue over toys, staff simply tell them to find a different toy, rather than teaching them about sharing and taking turns. While staff ask children to stop during some instances of inappropriate or unsafe behaviours, they do not help the children to understand why.
- The manager and staff do not work closely with parents and other settings attended by children. They do not share enough information with parents to support them to extend children's learning at home. Additionally, the manager and staff do not find out about, or share information about, children's care and learning with other childcare providers. This means the manager and staff are unable to provide consistency in children's learning and development.
- The manager and staff help children to develop the confidence to manage their self-care needs independently. For example, they wait patiently for children to try to put their own shoes on, giving encouragement to build the children's self-esteem.

Safeguarding

The arrangements for safeguarding are not effective.

The manager and staff show a suitable knowledge of the signs that may indicate a child is at risk of harm, and they know how to report these concerns. However, the DSL and some staff are not clear about the process to follow in the event that an allegation is made against a member of staff. The provider, manager and staff

carry out risk assessments effectively to ensure the premises, equipment and activities are safe for children. The provider implements appropriate recruitment and vetting arrangements to check the suitability of new staff.

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, including the designated safeguarding lead, understand the procedure to manage allegations, in line with local safeguarding partnerships (LSP), to enable them to raise concerns about colleagues appropriately	16/08/2023
improve the deployment of staff to ensure children are supervised appropriately during snack and mealtimes	16/08/2023
implement effective systems for the monitoring, support and coaching of the manager and staff, to ensure they have the knowledge and skills to carry out their roles and responsibilities and to meet children's needs	08/09/2023
ensure staff have the necessary skills to help children to understand the boundaries and expectations for their behaviour	08/09/2023
improve staff deployment to enable staff to meet the needs of all children, including those who require additional support	08/09/2023
improve partnerships with parents and other settings attended by children and exchange information about children to enable consistency in children's experiences.	08/09/2023

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

	Due date
plan and deliver a broad, ambitious and stimulating curriculum that builds on every child's knowledge and skills, and helps them to make good progress in their learning	08/09/2023
improve support for children's communication and language to develop their speaking skills.	08/09/2023

Setting details

Unique reference number	EY266819
Local authority	Devon
Inspection number	10283889
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	38
Number of children on roll	54
Name of registered person	Serendipity Day Nursery Ltd
Registered person unique reference number	RP521567
Telephone number	01626369697
Date of previous inspection	20 February 2023

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, for 50 weeks of the year. The nursery employs seven members of staff, including the manager. Of these, six members of staff hold appropriate childcare qualifications at level 2 or 3, and one holds a relevant level 5 qualification. The nursery receives funding to provide free early education for children aged two, three and four years.

Information about this inspection

Inspector

Sarah Madge

Inspection activities

- The inspector discussed any continued impact of the pandemic with the provider and has taken that into account in their evaluation of the provider.
- The inspector observed children and spoke with them throughout the day.
- The manager carried out a joint observation with the inspector to reflect on the quality of education.
- Staff had discussions with the inspector to share their knowledge of the setting and their feedback.
- Parents shared their feedback about the setting with the inspector.
- The manager met with the inspector to discuss their knowledge and implementation of the policies and procedures.
- The manager led the inspector on a learning walk around the setting to talk about their intentions for children's learning.

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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