

Inspection of Bright Horizons Surbiton Ewell Road Day Nursery and Preschool

301 Ewell Road, Surbiton, London KT6 7AB

Inspection date:

28 July 2022 - 23 September 2022

Overall effectiveness

Good

The quality of education

Good

Behaviour and attitudes

Good

Personal development

Good

Leadership and management

Good

Overall effectiveness at previous
inspection

Not applicable

What is it like to attend this early years setting?

The provision is good

Children arrive happily at the setting. They are eager to join in activities, based on their interests, with their friends. Children are warmly welcomed by staff, who join them in the activities of their choosing. Staff provide a range of healthy snacks and ensure that children have plentiful opportunities for fresh air in the garden. Children are cared for in a clean and well-maintained environment. They have continuous access to good-quality resources, which provides opportunities for children to self-initiate their play and learning.

Leaders and managers have worked with staff to improve their knowledge and skills. Staff have attended training to improve their practice. This ensures that children are provided with a good-quality curriculum which supports their progress. Older children are confident and sociable. They learn through a range of interesting topics, such as making interpretations of famous artists' work. Children are confident communicators. Staff encourage children to explore their ideas and thoughts. Staff have useful discussions with children about keeping safe. Children confidently talk about things in the home which may be a risk and what they need to do to protect themselves.

Toddlers and babies benefit from being cared for by nurturing staff. They enjoy multi-sensory experiences where they explore textures, such as cornflour and water play. Staff are nurturing and are quick to respond to young children's needs. For example, they recognise when children are tired and sensitively settle them down for a sleep.

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

- Leaders and managers have introduced more effective systems to monitor the quality of the setting. This has included reviewing the arrangements for supporting children with special educational needs and/or disabilities (SEND). An identified member of staff who has completed specific training is now in place. However, systems for providing targeted support for children with SEND are still in their infancy.
- Parents praise the 'lovely' staff team. They are content that their children are happy at the setting and look forward to nursery in the morning. Staff work with parents to share children's next steps for learning. Parents value this opportunity, which means that they can offer a consistent approach by supporting their children's learning at home.
- Overall, staff support children's language and communication skills well. They support children's reading skills at home with a book library for children and parents. Children sit with staff enthusiastically, listening to and reading stories with full engagement. Staff sing songs with children throughout the day,

introducing new vocabulary.

- Staff support young children's understanding of routines through visual prompts and pictorial timetables. They obtain some useful key words in children's home languages. However, staff do not use these consistently to further support children who are learning English as an additional language.
- Older children have opportunities to learn important independence skills, such as serving their own meals and clearing their plates away. They capably use large utensils to serve food, skilfully use cutlery and pour their own water. These routines and experiences help children to develop independence, confidence and self-care skills, which they need for the future.
- Children settle well at the setting because their key persons know them well. Staff manage younger children's personal care needs sensitively. For example, they talk and sing songs with children when they change their nappies.
- Staff provide activities to help children to develop positive behaviours. For example, they use emotion cards and an emotion board to help children to label their emotions. Staff use a mirror to talk children through their facial expressions and emotions. Children learn important skills, such as turn taking. They are able to wait patiently for their friends to have a turn with popular resources.

Safeguarding

The arrangements for safeguarding are effective.

Staff can identify if a child is at risk of possible harm and know the procedures to follow to report concerns about a child's welfare. This includes the whistle-blowing procedure. The designated leads for safeguarding and staff refresh their safeguarding knowledge. They access regular training courses and attend team meetings. Staff have a good understanding of child protection and current legislation, such as the 'Prevent' duty. Following recent incidents, risk assessment arrangements have been improved to further support children's safety in the setting. Leaders have ensured that staff have a better understanding of how to provide a safe environment and that supervision of children is effective.

What does the setting need to do to improve?

To further improve the quality of the early years provision, the provider should:

- develop systems further to ensure that all children with SEND receive early identification and timely support
- extend staff's knowledge and skills to enable them to support children who are learning English as an additional language as well as possible.

Setting details

Unique reference number	2527466
Local authority	Kingston upon Thames
Inspection number	10208345
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	1 to 4
Total number of places	85
Number of children on roll	44
Name of registered person	Bright Horizons Family Solutions Limited
Registered person unique reference number	RP901358
Telephone number	020 3926 8400
Date of previous inspection	Not applicable

Information about this early years setting

Bright Horizons Surbiton Ewell Road Day Nursery and Preschool registered in 2019 and is located in the Royal Borough of Kingston upon Thames. The nursery opens all year round 7.30am to 6.30pm, Monday to Friday, except for bank holidays. There are 16 members of staff who work directly with the children. Of these, nine members of staff hold appropriate early years qualifications at level 2 and above. The nursery provides funded early education for two-, three- and four-year-old children.

Information about this inspection

Inspectors

Elly Richfield
Laura Brewer

Inspection activities

- This was the first routine inspection the provider received since the COVID-19 pandemic began. The inspectors discussed the impact of the pandemic with the provider and have taken that into account in their evaluation of the provider.
- The acting manager and the inspectors completed a learning walk together of all areas of the nursery and discussed the early years curriculum.
- The inspectors talked to staff at appropriate times during the inspection and took account of their views.
- The inspectors observed the quality of education being provided, indoors and outdoors, and assessed the impact this was having on children's learning.
- The inspectors carried out two joint observations with the acting manager.
- Parents shared their views on the setting with the inspectors.
- The inspectors 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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