

Inspection of Bright Horizons West Norwood Day Nursery and Preschool

Chancellor Grove, West Dulwich, London SE21 8EG

Inspection date: 3 November 2022

Overall effectiveness	Good
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The quality of education	Good
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Behaviour and attitudes	Good
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Personal development	Good
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Leadership and management	Good
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Overall effectiveness at previous inspection	Good
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What is it like to attend this early years setting?

The provision is good

Children are happy and form strong attachments with the adults that care for them in this welcoming and inclusive nursery. The effective key-person system ensures staff know the children well. Children receive regular praise for their perseverance and achievements, which builds their self-esteem.

Independence is encouraged across the nursery. Children learn to pour their own drinks and use a knife safely to butter their own crackers. They are supported and encouraged to manage their own personal hygiene, for example, wiping their noses.

Children are engaged in exciting and stimulating activities, such as pretend pizza making. They develop skills across all areas of learning. They count while adding ingredients to make play dough and use a variety of tools to roll dough and cut real vegetables to add as toppings. Staff skilfully enhance children's learning through questioning, reinforcing and extending vocabulary.

Learning about staying safe is a high priority in this nursery. Children regularly discuss with staff what their mascot, 'Candy Floss', would do in varying situations to stay safe. For example, why an adult must help them use an oven. A robust system is in place across the nursery to ensure allergy or dietary requirements are met at all times.

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

- Parents and carers speak highly of the nursery and its dedicated manager. They report there are strong partnerships between home and nursery. Parents feel well supported during significant times, such as potty training, and are given ideas about how to support their children's learning at home. Communication is effective through daily feedback and regular online updates.
- The manager and her team are clear about what they want children to learn. They have high expectations for all children, including those with special educational needs and/or disabilities. Parents and staff speak of the positive progress children make during their time at the nursery. Staff set targets for each child and carefully consider strategies for learning. However, where concerns are identified, strategies to address them are not always communicated effectively in reports to parents and other professionals, to support children even further.
- Children sing familiar songs and listen to stories throughout the day. There is a library in the entrance area where children can choose a book to take home and share with parents or carers. This encourages language development and a love of books.

- Children are well prepared for their next stage of learning. They are supported through each stage, including starting school. Parents are invited to be involved in room moves within the nursery and staff work in partnership with future schools to ensure smooth transitions when children move on.
- Staff develop children's understanding of their feelings and emotions. They use the 'colour monster' to encourage children to describe how they are feeling in colours. For example, green for calm or red for angry. Children behave well across the nursery. Staff are good role models and children respond promptly to reminders about manners and behaviour.
- On occasion, the organisation around mealtimes leads to some children waiting for long periods before they can serve themselves. Sometimes, staff do not respond promptly, which does not always support children's well-being fully.
- Staff report they feel well supported and can speak with the manager about any issues. Staff have access to regular training to ensure they continually develop their practice. The manager is reflective and seeks the views of parents through surveys. She has worked hard to implement previous inspection recommendations.
- Staff create opportunities for children to celebrate different cultures and understand the differences between people. For example, they learn about the Hindu festival, Diwali, and make food from different countries around the world. Staff support children who speak English as an additional language to make good progress. They use keywords in children's home languages and introduce and encourage repetition of new vocabulary in English.
- Children enjoy healthy meals prepared on site and learn about the importance of healthy lifestyles. They visit the local dental surgery to enhance learning about oral hygiene. The outdoor spaces are utilised in all weathers to ensure opportunities for fresh air and physical development. Children are taken on walks around the local area to enrich their learning about the outside world.

Safeguarding

The arrangements for safeguarding are effective.

Managers ensure that staff keep up to date with mandatory safeguarding and child protection training with online and face-to-face training opportunities. Staff describe the signs and symptoms of abuse that might cause concern and know the procedures to follow should they need to report concerns about a child's welfare. Staff are knowledgeable about a wide range of safeguarding issues, such as female genital mutilation, county lines and children being exposed to extreme views. Managers carry out robust recruitment procedures to ensure that all staff are suitable to work with children and continue to check staff's suitability throughout their employment. All staff understand their duty to keep children safe. They regularly have conversations with the children about ways of staying safe in and out of the nursery.

What does the setting need to do to improve?

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

- strengthen information shared with parents so that they are clear on how they can support children's learning at home, and ensure relevant professionals are clearly informed
- review the lunchtime routine to increase engagement and fully meet children's needs.

Setting details

Unique reference number	EY286811
Local authority	Lambeth
Inspection number	10214248
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 0
Total number of places	76
Number of children on roll	71
Name of registered person	Bright Horizons Family Solutions Limited
Registered person unique reference number	RP901358
Telephone number	020 3906 6578
Date of previous inspection	22 November 2016

Information about this early years setting

Bright Horizons West Norwood Day Nursery and Preschool registered in 2004. The nursery is open each weekday, from 7.30am to 6.30pm, for 51 weeks per year. The nursery receives funding to provide free early education to children aged two, three and four years. There are 16 staff, 11 of whom hold relevant early years qualifications from level 2 to level 6.

Information about this inspection

Inspector

Nicky McDougal

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 manager showed the inspector the premises and discussed how they ensure it is safe and suitable.
- 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.
- Children communicated with the inspector during the inspection.
- The inspector talked to staff at appropriate times during the inspection and took account of their views.
- The inspector observed the quality of education being provided, indoors and outdoors, and assessed the impact this was having on children's learning.
- The manager provided the inspector with a sample of key documentation on request.
- The inspector spoke to several parents during the inspection and took account of their views.
- The inspector carried out a joint observation of a group activity with the manager.
- The inspector observed the interactions between staff and children.

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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