

Inspection of Bluebells Childcare Services

Community Careline, Street End Road, Chatham, Kent ME5 0AA

Inspection date: 19 July 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

Not applicable

What is it like to attend this early years setting?

The provision is inadequate

There are significant breaches to the requirements of the 'Statutory framework for the early years foundation stage'. The manager, who is also the owner and nominated individual, does not ensure that the ratio requirements are consistently met. At times, there are insufficient staff present to ensure children's safety and well-being. In addition, weaknesses in the staffing arrangements impact on children's care and learning.

The curriculum is poorly planned, lacks ambition and does not meet the individual needs of the children. The way in which the nursery is organised means that children cannot access what they want to play with. For example, all age ranges of children share the same space, and some activities are not suitable for the younger children. When the older children show an interest in using the small plastic blocks, they are told 'no' by staff because of the risk to the younger children. As a result, children lose engagement in their learning.

Children generally behave well. However, at times, they become bored while waiting for their needs to be met. Although staff try to manage behaviour consistently, low staff numbers mean that this is not always possible. Nonetheless, children enjoy spending time with their friends.

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

- Leadership and management of the nursery is weak. The manager does not have a good enough oversight of the day-to-day running of the setting. She lacks an understanding of her responsibilities. For example, she has not ensured that there is a named deputy. This is a breach of the requirements.
- The manager does not have effective systems in place to consistently check the suitability of all staff. She is unable to evidence that enhanced Disclosure and Barring Service (DBS) checks have been carried out for every staff member working with children. The manager does not ensure that all records required for the safe and efficient running of the nursery are maintained.
- Some staff's understanding of how to keep children safe is inadequate. For example, during the first part of the morning, the manager is on her own with children aged one to four years. At times, children are left out of sight and sound while they are eating, which does not adequately protect children from the risk of choking. The manager has a lack of understanding of her role and responsibility to risk assess the morning routine and minimise the risk of harm to children effectively.
- The manager does not currently have effective arrangements in place for the supervision of staff. Due to gaps in the induction process, staff are not aware of their roles and responsibilities. For example, they are not aware of the

safeguarding policy. Furthermore, the manager has not ensured that she has relevant knowledge to fulfil her role as designated safeguarding lead (DSL).

- Overall, teaching is not good enough. Children are not provided with high-quality interactions. This is partly because staff present are busy with tasks such as answering phones, nappy changing and addressing children's behaviour. Furthermore, the manager does not support staff well-being. She does not notice the pressure the current arrangement puts on them. The manager takes on many roles, such as chef, DSL, and special educational needs coordinator. This results in staff being left on their own with large numbers of children for long periods of time, which does not enable staff to focus on teaching. As a result, children's development does not extend past what they already know and can do.
- Parents are generally happy with the provision and comment that their children enjoy their time at the nursery. However, not all parents know who their child's key person is and are not provided with regular opportunities to discuss their children's development.

Safeguarding

The arrangements for safeguarding are not effective.

Due to the significant breaches of the safeguarding and welfare requirements, children's safety and well-being are compromised. The DSL has failed to follow the setting's safeguarding policies and procedures. For instance, she has not ensured that she has followed up on safeguarding concerns and maintained contact with outside agencies, such as social workers. Staff have not been provided with any safeguarding training. As a result, the manager does not recognise the serious weaknesses and gaps in staff's knowledge. Some staff have no understanding of what to do in the event of allegations or how to report concerns about children.

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 the required staff-to-child ratios, including qualified staff, are met at all times to support children's needs and ensure adequate supervision, especially during mealtimes	31/07/2023

ensure that there is a clear management structure, which includes a named deputy who is capable of taking charge in the manager's absence	31/07/2023
ensure all required documentation relating to suitability and recruitment records for staff are available for inspection, including enhanced DBS checks	31/07/2023
improve risk assessments to identify and manage all potential risks to children to ensure their safety	31/07/2023
ensure there is effective staff supervision and induction that accurately identifies individual professional development needs and any action needed to help staff understand their roles and responsibilities	31/07/2023
ensure that the DSL has sufficient knowledge to understand their role and responsibilities, provide accurate advice to staff, and support staff effectively to understand possible risks to children and promote children's safety and welfare	31/07/2023
ensure that the DSL follows up on safeguarding concerns in a timely manner, and keeps appropriate records that are available to all those that may require access to it.	31/07/2023

To meet the requirements of the early years foundation stage and Childcare Register the provider must:

	Due date
establish a two-way-flow of communication between parents and staff to support children's development	11/08/2023
implement an ambitious curriculum that is deigned to promote children's learning in all areas.	11/08/2023

Setting details

Unique reference number	2716946
Local authority	Medway
Inspection number	10302649
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 4
Total number of places	48
Number of children on roll	15
Name of registered person	Ikwetie, Remilekun
Registered person unique reference number	2716948
Telephone number	07944043305
Date of previous inspection	Not applicable

Information about this early years setting

Bluebells Childcare Services is based in Chatham, Kent. It operates from Monday to Friday, 7.30am to 6pm, all year round. The setting currently employs three members of staff. This includes one member of staff who holds early years professional status, one who hold a level 3 qualification and one who is unqualified. The nursery provides funded early education for two-, three- and four-year-old children.

Information about this inspection

Inspector
Kelly Southern

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 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 observed the interactions between staff and children.
- 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.

If you are not happy with the inspection or the report, you can [complain to Ofsted](#).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk

This publication is available at <https://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023