

Inspection of Partou Chapel House Day Nursery & Pre-School

48 Chapel Road, LONDON SE27 0UR

Inspection date:

28 May 2025

Overall effectiveness

Inadequate

The quality of education

Inadequate

Behaviour and attitudes

Inadequate

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

Children arrive eager to start their day. Staff take their time to gather feedback from parents and carers to find out how their children have been. This helps staff to settle children into the nursery. However, children's safety is compromised as staff do not check the front door has been closed properly after parents leave. Staff also fail to check that resources are safe for children to use.

Staff are aware of the signs and symptoms of child protection and who to report any concerns to. Leaders are aware of local safeguarding concerns and where to signpost parents to get help and support. This helps to support children's well-being. Staff record accident and incidents, which are monitored by leaders to help to keep children safe.

Staff are consistent in their approach to managing children's behaviour. They praise children for sharing and taking turns. This helps to build children's self-esteem and confidence. However, although staff know children well, they do not consistently support their learning and development. For instance, they do not hear quieter children due to noise levels. Consequently, children do not make the progress they are capable of making.

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

- At the time of the inspection, risk assessments were not effective. Inspectors were able to walk into the nursery as the front door was not closed. Inspectors were not challenged as they waited in the nursery. This seriously compromises children's safety.
- Although staff conduct safety checks of the outside play spaces, they are not able to identify risks in the garden, such as bicycle and tricycle handlebars without safety stoppers on the end. These have bare metal, which poses a risk to children as they are at eye level with them.
- Staff do not consistently use safe lifting techniques with children. Some staff lift children by the tops of the arms. This does not protect children from injury.
- The provider does not monitor leaders' well-being and workload effectively. Leaders struggle to implement all the changes that the provider has put into place. This impacts on the quality of care and education being provided to children. Leaders do not have time to monitor and review practice in the rooms, which has allowed the quality of care and learning to decline.
- Activities do not support children's learning consistently. Although children enjoy the activities provided, they do not help children to make the progress they are capable of making. Staff are not aware of what is happening around them. As a result, they do not extend children's learning experiences.
- Staff do not consistently talk with children during activities or routines. For

instance, staff just pick babies up for nappy changing without telling them what is happening. In addition, during activities for older children, some staff are engrossed in their own activities and do not engage with children. This does not support children's language development.

- At times, staff do not allow children to finish activities. Staff tell children to stop as they explore activities, such as sand play. Staff are more concerned with the sand being spilled than children's exploration and learning. In addition, staff physically move children away from activities without warning, which immediately stops their learning experiences.
- Staff build a close bond with children of all ages. Babies and older children receive cuddles of reassurance from staff. Staff cuddle and make eye contact with babies as they have their bottles. Older children have cuddles with staff to reassure them, they are then ready to start playing. This helps to build children's self-esteem and personal and social development.

Safeguarding

The arrangements for safeguarding are not effective.

There is not an open and positive culture around safeguarding that puts children's interests first.

What does the setting need to do to improve?

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

	Due date
identify and minimise all potential risks to children, including ensuring that no one can gain unauthorised access to the nursery, and equipment, especially bicycles in the garden, is safe for children to use	20/06/2025
ensure that all staff are fully aware of the correct procedures to lift children to ensure children's safety	20/06/2025
monitor leaders' and staff's workloads and the impact on their practice, to ensure that this does not affect outcomes for children	20/06/2025

support staff to review the quality of activities in order to help children to make the progress they are capable of making	27/06/2025
improve staff's interactions with children to enhance children's language development	27/06/2025
ensure that staff give children enough time to carry out activities.	27/06/2025

Setting details

Unique reference number	EY441905
Local authority	Lambeth
Inspection number	10404361
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	0 to 4
Total number of places	119
Number of children on roll	99
Name of registered person	Partou UK Limited
Registered person unique reference number	RP908106
Telephone number	0208 7660 246
Date of previous inspection	10 January 2022

Information about this early years setting

Partou Chapel House Day Nursery & Pre-School registered in 2012. The nursery is located in West Norwood, in the London Borough of Lambeth. It is open all year round, from 7.30am to 6pm, Monday to Friday, except for bank holidays and one week at Christmas. The nursery provides government funded childcare. There are 19 staff who work directly with children. Of these, 17 staff hold appropriate early years qualifications.

Information about this inspection

Inspectors

Rebecca Hurst
Olivia Awolola

Inspection activities

- The inspector viewed the premises and discussed the safety and suitability of the premises.
- The manager and inspector completed a learning walk together of all areas of the nursery and discussed the early years curriculum.
- Children spoke with the inspector during the inspection.
- Staff spoke to the inspector during the inspection.
- The inspector spoke with the area manager and manager about the leadership and management of the nursery.
- Parents shared their views of the nursery.
- 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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