

Complaint about childcare provision

EY484958/C256128

Date: 26/09/2015

Summary of complaint

On 29 July 2015 we received a complaint, that health and safety was not being promoted in the setting, food hygiene standards were not being met, ratios were not being met and the setting did not have an appropriately qualified manager. We needed to investigate this concern to see whether the setting was meeting the Statutory Framework for the Early Years Foundation Stage.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that health and safety was mainly promoted sufficiently across the setting. However, we found that rooms children use during the day like the dining room were not consistently checked to ensure that hazards, such as water on the floor, were minimised. We also found that while checklists were used in the rooms so that staff could assess the safety of these areas during the day, however, checks were not as comprehensive for outings to the nearby woods to assess the possible risks. We found that some staff at the setting hold food hygiene certificates and these staff were responsible for preparing meals. The provider has also booked other staff on to a food hygiene course and the setting have recently employed a cook. The provider told us that she is in the process of recruiting a manager for the setting as the previous manager left at short notice. In the interim, there is an acting manager and deputy, both of whom hold appropriate qualifications. We sampled records of attendance, however some of these did not show how ratios had been met as staff had not been recorded. We found that the deployment of staff in some of the rooms did not always ensure that children's individual needs were met. Although it was not part of the original concern we found that staff did not consistently follow the settings policy of signing visitors in to the setting.

Following our inspection, we sent the provider a notice to improve that asked them to, ensure that staff are effectively deployed throughout the setting to meet children's individual needs, ensure that reasonable steps are taken so that children are not exposed to risks, in this instance by ensuring the sufficient checks are completed on the dining room area before this is used, ensure that the provider accurately identify when it is helpful to make written risk assessments in specific situations to ensure that children remain safe, in this case before visiting the nearby woods and ensure that reasonable steps are taken to safeguard children, staff and others on the premises in the case of fire or any other emergency, in this case by ensuring that staff adhere to the settings policy of recording visitors at the setting

The provider told us that she will not be admitting any new children until she has recruited more permanent staff to ensure that staff are deployed effectively throughout the setting. A thorough risk assessment has been completed for the kitchen area and staff have been reminded about the importance of keeping all areas free from hazards. In addition current risk assessments for all areas have been reviewed. The provider told us that she has held a meeting with staff to remind them of the importance of the visitor's book. She also took the opportunity to discuss the settings other policies at the meeting so that staff could update knowledge of their roles and responsibilities.

The provider remains suitable for registration.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)