

## **Complaint about childcare provision**

500096/C259468

**Date:** 24/10/2015

### **Summary of complaint**

On 7 September 2015, we received information that raised concerns about adult-to-child ratios; the manager not being present at the nursery; support offered for babies during mealtimes and security of the premises.

On 15 September 2015, we received further concerns about the adult-to-child ratios and the management of the nursery.

We do not investigate to prove or disprove a complaint but we look into the information that we receive to see if the registered provider is meeting the legal requirements of the Early Years Foundation Stage

On 29 September 2015, we carried out an unannounced visit to the nursery. During the visit, we found that appropriate staffing ratios were in place and staff were suitably deployed throughout the nursery. An effective key-person system was also in place and very good procedures were implemented at mealtimes to ensure children's safety and well-being. Although children's dietary needs are respected a child had recently been given food that was not permitted. As a result, a thorough investigation was carried and robust procedures are now in place to ensure that children do not have any contact with a particular food that may affect their health.

We found that an established management structure was in place and a member of the management team is on the premises at all times. During the visit, we examined the accident records and found that the information recorded was clear, concise and factual. We also found that the premises were secure.

Although it was not part of the original concern, we found that on the day of the visit, insufficient staff members have received training that specifically

addresses the care of babies. As a result, we issued a notice of action to improve that requires the provider to:

improve the arrangements to meet the needs of babies by ensuring that at least half of the staff working with children aged under two years have received training that specifically addresses the care of babies.

We are satisfied with the action taken by the provider. The provider remains registered with Ofsted.

### **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)