

Complaint about childcare provision

EY435216/C276111

Date: 09/06/2016

Summary of complaint

On 11 February 2016 and 29 March 2016, Ofsted received some information that raised concerns relating to Suitable person, Key person, Accident and injury, Food and drink, Risk assessment and Outings. We needed to be sure that the provider was meeting the Statutory Framework for the Early Years Foundation Stage Requirements 3.9, 3.27, 3.47, 3.50, 3.64 and 3.66. In particular, these include the requirements that state; 'Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles', 'Each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs', 'Where children are provided with meals, snacks and drinks, they must be healthy, balanced and nutritious', 'Providers must keep a written record of accidents or injuries and first aid treatment', 'Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks' and 'Vehicles in which children are being transported, and the driver of those vehicles, must be adequately insured'.

We made an unannounced visit to the setting and found that all staff working at the setting had been vetted to ensure they were suitable to work with young children. All children had a key person and their needs were met individually. Children were being provided with adequate food and drinks to meet their needs. Accidents that had occurred at the setting were recorded appropriately and parents had signed forms to acknowledge the information given to them at the time of the accident. There were no hazards observed and staff were observed to be following good practice during the visit and children were happy and well cared for. However, during the visit we found that nappies were not being disposed of hygienically and the changing mat was torn in places meaning it was not hygienic.

Following our investigation we issued a notice to improve which asked the

provider to; improve the hygiene of the nappy change area, with specific reference to the changing mat and the disposal of nappies.

Ofsted are satisfied that the provider has taken the required action to ensure that children's welfare is safeguarded and therefore the provider continues to be registered.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted