

Complaint about childcare provision

EY492053/C293358

Date: 22/09/2016

Summary of complaint

On the 25th August 2016, Ofsted received concerns about the way in which statutory requirements regarding key persons, risk assessment, medicines, outings and complaints are implemented by the provider. At an inspection, it was found that staff had not followed the nursery's procedures on one occasion for storing children's medicine and this was therefore accessible to children. However, the impact on children's safety was minimised due to the small numbers of children present and their effective supervision by staff. The provider was found to have taken swift and appropriate action to address this matter prior to inspection. In addition, robust risk assessments were not in place at the time of the concern for children's use of the outdoor area. The provider was found at inspection to have rapidly implemented a risk assessment for children's use of the outdoor area, including measures to promote children's well-being during hot weather. However, the risk assessment was not adequately robust to cover all possible hygiene risks to children as a result of playing outdoors, and did not minimise all risks to their good health. The provider was found to be meeting requirements with regard to key persons, outings and complaints. Following the inspection, the provider was issued with a notice to improve that asked them to: implement robust risk assessments for all aspects of provision, including to minimise hygiene risks, reviewing the effectiveness of these regularly; improve and review the ways in which staff are coached and mentored to help them correctly implement policies and procedures and develop their personal effectiveness. 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 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