Complaint about childcare provision

EY478297/C281927

Date: 01/09/2016

Summary of complaint

On 31 August 2016 we carried out an unannounced inspection of the nursery which judged that the overall effectiveness of the setting was inadequate and did not meet the needs of the children who attend.

During the inspection, we monitored compliance with the actions set. We found that the provider had taken appropriate action to ensure the suitability of staff. We found consistency in behaviour management and improved procedures for dealing with complaints. However, actions relating to the planning and delivery of experiences for babies, monitoring the effectiveness of management arrangements and supervision and support for managers and staff, including induction, were not met.

During the inspection we also found that children are not kept safe because leaders and managers fail to ensure that staff consistently follow and implement the nursery's policies and procedures. For example, the front door is not secure and some staff do not know what to do to keep children safe in an emergency or check why children are absent from nursery.

In addition to this, babies are not supported to settle in the nursery because the keyperson system is not effective and the nursery fails to inform parents about important changes, including to staffing.

We also found that adults do not consistently follow appropriate hygiene practices when changing nappies and preparing bottles for babies. This causes a risk to children’s health and does not prevent the spread of infection.

Following the inspection, we served the provider with a notice to improve that required them to:
ensure staff are alert to any issue for concern in a child’s life, this includes following robust procedures to understand and follow up when children are absent from nursery

provide staff and managers with an appropriate induction in order for them to be able to understand and carry out their roles and responsibilities effectively

ensure that staff have the necessary knowledge and skills to provide babies with a warm, caring and stimulating environment

ensure the key person system supports children, particularly babies, to build strong attachments and settle in the nursery

ensure all staff understand the nursery's procedures for keeping children safe in the event of an emergency evacuation

take all reasonable steps to ensure that children are not exposed to risks, with particular regard to the security of the entrance doors

ensure that all staff follow safe hygiene practices when changing nappies and preparing bottles for babies

provide information about changes to staff and key people in a timely way so that parents and children can build relationships with their key person.

We will monitor the provider’s compliance with this notice. It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

The provider continues to be 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