

Complaint about childcare provision

EY387536/C304590

Date: 12/02/2017

Summary of complaint

On 17 January 2017, we received a complaint that raised concerns relating to safeguarding practice, educational programmes, assessment, safeguarding policy, child supervision, food and drink, safety, premises, risk assessment, information about the child and information for parents and carers.

At an inspection, we looked into these concerns to see whether the provider was meeting the requirements to safeguard children and support their welfare. In particular, relating to safeguarding practice, safety, premises, educational programmes, assessment, safeguarding policy, child supervision, risk assessment, food and drink, information about the child and information for parents and carers.

We found that the manager does not ensure children's good health by taking effective action to minimise the risk of cross-infection. This is a repeated non-compliance relating to hygiene and bedding. In addition, the manager does not make sure staff carry out thorough risk assessments to ensure the premises, particularly the outdoor area, are safe for the children. We found the educational programmes and assessment processes were suitable.

Furthermore, leaders and staff understood the safeguarding policy and their role to supervise children. We found that the provision for food and drink was appropriate, including suitable arrangements for recording information about a child and sharing information with parents about the provision.

Following our inspection, we sent the provider a notice to improve that asked them to:

implement effective risk assessments and safe practices to ensure children remain safe at all times, particularly when using the outdoor area; and support children's good health effectively, taking appropriate action to minimise the risk of the spread of cross-infection, with particular regard to ensuring each child requiring rest or sleep has an adequate supply of clean bedding.

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