

## **Complaint about childcare provision**

146010/C297811

**Date:** 08/03/2017

### **Summary of complaint**

On 18 October 2016 we received a complaint that raised concern about hygiene procedures in relation to toileting, including nappy changing and children's safety during these times.

The provider devised a detailed plan to meet the actions. We are satisfied with the actions the provider has taken. The provider remains registered with Ofsted.

In particular these include requirements that state:

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

Staffing arrangements must meet the needs of all children and ensure their safety; providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

We carried out an unannounced visit and found that there were sufficient staff to meet the required ratios. However, they did not always meet children's needs, particularly with regard to their personal care routines. There are risk assessments in place, however they do not fully consider all areas used by the children. In particular, the nappy changing area in the ground floor playroom for younger children.

Following our investigation, we sent the provider a notice to improve that asked them to;

ensure that staff are deployed effectively in all areas used by children

including the toilets.

make sure that risk assessments consider the areas children use in particular the nappy changing areas.

The provider devised a detailed plan to meet the actions. We are satisfied with the actions the provider has taken. 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)