

## **Complaint about childcare provision**

EY446222/C308853

**Date:** 23/03/2017

### **Summary of complaint**

On 7 March 2017, we received a complaint that raised concerns about children having accidents and injuries which go unnoticed by staff. We needed to check that the provider was meeting the requirements for safeguarding and promoting children's welfare; in particular, the requirements relating to the supervision of children; ratios; staff deployment; risk assessment; accident and incident recording; first aid; behaviour management; key persons; safety of equipment and premises; and staff training. We were also asked to check requirements relating to previous concerns and notifications received by Ofsted since the last inspection. This included checking how well safeguarding procedures were implemented; health matters; hygiene in the setting; and also sleep arrangements for babies.

At an unannounced inspection we found that staff working in the pre-school room were not adequately deployed and did not supervise children adequately to minimise the risks of accidents and injuries. Key persons failed to ensure that children's care was tailored to meet their individual needs. During the inspection staff failed to supervise the use of a swing safely and an accident occurred. Staff overlooked incidents of fighting and failed to manage children's behaviour effectively. Staff did not model positive behaviour or help children to learn the pre-school's behavioural expectations. For example, staff often shouted loudly to gain children's cooperation. Staff did not manage children's behaviour effectively and regularly used physical intervention to manage children's behaviour. They failed to keep a written record of occasions when physical intervention was used and did not share such information with parents, as required. Staff did not explore why children were behaving as they did or help children to deal with their emotions. We found that sleep arrangements were suitable. The manager was found to have a good understanding of the pre-school's safeguarding procedures. The provider knew to notify Ofsted of a notifiable illness and advised parents

about what to do to reduce the risk of cross-infection. Some areas of the premises were unclean, including the carpet in a play room. Outdoor play equipment was not clean or adequately maintained.

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

ensure staff are deployed effectively and supervise children well to minimise the risk of accidents and incidents and to keep children safe

ensure that staff manage children's behaviour appropriately and effectively, and help children to learn behavioural expectations

keep a written record of any occasion where physical intervention is used and ensure parents are informed of these incidents on the same day or as soon as reasonably practical, ensure that all areas of the pre-school premises are clean and meet health and safety standards

ensure all staff receive training, support and coaching to fulfil their roles as children's key persons and to improve the quality of teaching practice and outcomes for children.

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)