

## **Complaint about childcare provision**

EY401865/C308954

**Date:** 29/03/2017

### **Summary of complaint**

On 7 March 2017 Ofsted carried out a full inspection of the childminders provision. The outcome of this inspection was judged to be inadequate with enforcement. As a result, a welfare requirements notice was issued asking the childminder to:

take all necessary steps to keep children well and promote their good health, ensuring there are suitable facilities for the hygienic preparation of food and good hygiene practices at mealtimes

take reasonable steps to ensure the safety of children by taking action to minimise the hazards associated with the suspended cords, the unsecured fireguard and the unlocked front door

ensure written parental consent is obtained before medication is administered to children

ensure that personal information relating to children is handled in a way that ensures confidentiality

ensure the meals, snacks and drinks provided are healthy, balanced and nutritious and support children in making healthy choices about what they eat and drink.

On 27 March 2017, Ofsted carried out an unannounced visit to check the childminder's compliance with the welfare requirements notice. During the visit we found that the childminder had taken the necessary steps to address the actions raised. For example, the childminder had carefully risk assessed her home to ensure it was clean and safe for use. She had also revised her menu's to support children's good health and had developed a clear policy on

pets which had been shared with parents. In addition the childminder had obtained consent forms for the administration of medication and had devised a system for the confidential storage of documentation. As a result, the childminder remains registered with Ofsted at this time. The next step will be a full re-inspection.

### **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)