

Complaint about childcare provision

EY492250/C309781

Date: 19/05/2017

Summary of complaint

On 7 March 2017 we received information that raised concerns about the provider having more babies in one room than the space requirements allow. We do not investigate to prove or disprove a complaint. We looked into this concern to see whether the provider was meeting the requirements of the early years foundation stage relating to premises. In particular, the requirements that state: providers must meet the following indoor space requirements, children under two years: 3.5 m² per child.

We carried out an inspection and found that the provider does not ensure the space requirements are met for babies. We also found the provider was not meeting a number of other requirements of the early years foundation stage. We judged that the overall effectiveness of the setting was inadequate and did not meet the needs of the children who attend.

Following our inspection, we served a welfare requirements notice on the provider that required them to:

provide induction training for all staff to ensure they understand their roles and responsibilities

develop staff's knowledge and understanding of safeguarding issues, in order for them to be able to identify signs of possible abuse and neglect at the earliest opportunity and know how to respond in an appropriate and timely manner

maintain an accurate record of the names of children being cared for on the premises and their hours of attendance

ensure that children engage in good hygiene practices, in order to prevent

the spread of cross-infection

obtain written permission from parents prior to administering both prescription and non-prescription medication to children and keep a record of all medication administered to children

provide support and coaching for staff to improve their interactions with children and develop their personal effectiveness

ensure the key-person system is effective so that each child's care and learning is tailored to their individual needs; this also includes providing first aid in a timely manner following accidents

ensure children under the age of two years old have adequate indoor space to move around and learn in

improve partnerships with parents and ensure a two-way flow of information about children's individual learning and development

implement an effective procedure for the safe use of mobile phones.

We carried out a further unannounced visit to monitor the action taken. At the visit, we found that the provider had taken sufficient action to address the breaches highlighted in the welfare requirement notice. We discussed with the provider the importance of sustaining these improvements over time. 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