

Complaint about childcare provision

EY344955/C324998

Date: 29/09/2017

Summary of complaint

On 2nd September 2017 we received a complaint that raised concerns about staff supervision of children, nappy changing procedures and taking children on outings without parents' consent. We carried out an unannounced inspection to see whether the provider was meeting the requirements for safeguarding and promoting children's welfare. In particular for, child supervision, outings, information for parents and carers, and health. At the inspection, the provider confirmed that a child was taken on an outing when the parents had requested that they did not wish this to occur. The manager carried out a full investigation and re-trained staff to ensure this does not happen again. We are satisfied with the action taken by the provider. We found that staff in the toddler room did not change young children's nappies according to their individual needs and were not protecting their health sufficiently. Following our inspection, we sent the provider a notice to improve that asked them to ensure staff promote the good health of young children, with particular regard to changing nappies according to children's individual needs. Complaint

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