

## **Complaint about childcare provision**

118617/C318670

**Date:** 17/10/2017

### **Summary of complaint**

On 27 June 2017, we received a complaint that raised concerns relating to safeguarding practice and policy, suitable people, training, support and skills, key persons, ratios, child supervision, staff deployment and accident or injury.

Ofsted conducted an unannounced inspection on 15 September 2017. At an inspection, we looked into these concerns to see whether the provider was meeting the requirements to promote children's welfare. In particular, the requirements relating to safeguarding practice; safeguarding policy; general suitable people matters; training, support and skills; key persons; ratios; child supervision; staff deployment; and accident or injury.

We found that the provider did not follow robust recruitment procedures to ensure all staff complete robust suitability checks. Although the provider had appropriate safeguarding policy, not all staff knew what correct procedures to follow if an allegation is made against a member of staff. Moreover, they did not know what may affect their suitability and what changes to personal circumstances they need to reported to the provider. Although, the provider held regular supervisions with staff, they were not fully effective in helping staff understand their roles and responsibilities in keeping children safe and healthy. We found that there was an appropriate key person system in place. The provider ensured the ratio requirement was met at all times, children were supervised, staff deployed themselves appropriately and knew how to deal with accidents and injuries to meet children's needs.

Although not part of the original concern, we found that staff did not obtain parents' permissions prior administering non-prescribed medication, such as nappy creams or teething gels. Moreover, they did not check the expiry dates of those medications to ensure they were safe for children to use. In addition, staff did not maintain an accurate daily record of the names of the children

looked after on the premises and their hours of attendance to keep them safe at all times.

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

implement robust recruitment systems to ensure every person working directly with children is suitable to do so;

ensure that all staff understand the safeguarding policy and procedures with particular regard to what action to take if an allegation is made against a member of staff, and what changes to personal circumstances needs to be reported to the provider;

ensure all staff understand and follow nursery policies and procedures, so that they maintain good hygiene between each use of children's dummies and sleeping mats, pick up babies safely and frequently check on all sleeping children;

ensure written parental permissions are obtained from the children's parents for any medicine, both prescribed and non-prescribed, before being administered, and the expiry date is checked;

ensure an accurate daily record of the names of the children being cared for on the premises is in place that records their hours of attendance;

implement effective supervision arrangements for all staff to ensure they receive the support they need to understand their roles and responsibilities within the nursery.

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)