

Complaint about childcare provision

EY544973/C328162

Date: 19/10/2017

Summary of complaint

On 6 October 2017, we received a complaint that raised concerns that staff to child ratios were not being met, risk assessments did not identify all risks to children's well-being, staff were not appropriately deployed to promote children's safety and some children were left in soiled clothing. We needed to look into the information we received to see if the provider was meeting the early years foundation stage safeguarding and welfare requirements relating to ratios; child supervision; health; risk assessments; complaints and staff deployment.

We liaised with outside agencies. On 17 October 2017, we completed an unannounced visit to the setting. We spoke to a member of the company's senior management team and the manager. We observed practice and looked at relevant documentation. We found that the required staff to child ratios were being maintained. There had been an incident where a child locked themselves in a cupboard.

We found that following the incident, the provider took prompt and appropriate action to comply with the requirements of registration by;

- . immediately removing the internal cupboard door lock to ensure children could not lock themselves in the cupboard

- . securing a safety gate in front of the cupboard door, to prevent children accessing the storage cupboard.

We are satisfied that the provider took prompt and appropriate action to ensure they continue to meet the requirements for registration, in respect of this incident and no further action was required.

During the visit we found that staff were not always appropriately deployed to support children's care, learning and development. Where concerns had been raised with the setting about the nappy changing arrangements, subsequent revisions to the procedures were not being followed by staff, in order to promote children's good health.

Following the visit, we issued the provider with a notice to improve that asked them to:

- . improve the arrangements for the deployment of staff to ensure the needs of all children are met

- . ensure there are effective arrangements in place to promote children's good health, in particular with regard to nappy changing.

We are satisfied with the action the provider has taken in respect of the notice to improve and that no further action is required. 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