

Complaint about childcare provision

EY495695/C332635

Date: 03/01/2018

Summary of complaint

On 23 November 2017, we received a complaint that raised concerns about the hygiene and safety of the provider's home, including the effectiveness of risk assessments regarding the childminder's pets. At an unannounced inspection, we looked into this concern to see whether the setting was meeting the safeguarding and welfare requirements, in particular the requirements relating to the safety and suitability of premises, food and drink, health, and information about the provider. We found that the provider does not ensure that she follows good enough hygiene procedures to reduce the risk to children's health effectively when her pets are present. She does not encourage children to wash their hands after they play with the dogs' toys or stroke them. Her dogs bring mouthfuls of their biscuits into the lounge where children play, and they eat them on the settee where children sit and sleep. Parents provide all meals and snacks. The childminder demonstrates a sound understanding of how to prepare and store the food safely, and she has attended relevant training to support her with this. The childminder maintains all the required records to support her in her role. We judged the overall effectiveness of the setting as requires improvement. Following the inspection, we sent the provider a notice to improve that asked her to; take all reasonable steps to ensure the health of children, with particular regard to family pets. The provider remains registered with Ofsted. 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