

Complaint about childcare provision

208194/C331058

Date: 04/01/2018

Summary of complaint

On 06 November 2017, we received concerns about the setting's safety measures, risk assessment, child supervision, behaviour management, food and drink and the provision and precautions in place for allergies and intolerances and record keeping.

On 6 June 2017, we received concerns about a high staff turnover, deployment of staff to allow for continuity of care, the number of staff with first aid training, Disclosure and Barring Services checks and the availability of the manager. We visited the setting to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to: Suitable people, Staff: child ratios, Food and drink, Accident or injury, Risk assessment, Information for parents and carers and Complaints. We found that there had been some staff changes however staffing arrangements ensured continuity of care for children and parents. Staff apply appropriate strategies to prevent and manage children's behaviour; accidents are well detailed and analysed; children's dietary needs are given full attention and staff are appropriately vetted. Currently, all staff, with the exception of one, are first aid trained and therefore available to respond promptly to any situation. Complaint records are available and parent's concerns are responded to within required timescales. We found that risk assessment procedures are not fully effective in the baby room and that supervision afforded to children is not always within sight or hearing when staff are deployed during nappy changing in the toddler room. As a result, we raised a Notice to Improve that requires the provider to: ensure children are usually within sight and hearing of staff and always within sight or hearing and ensure risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised. The provider took appropriate steps to meet the actions raised. 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