

Complaint about childcare provision

Ref: EY490939/4249823

Date: 2 July 2019

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 7 June 2019, we received a concern. We conducted an unannounced visit where we issued them with a notice to improve. This requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 5 July 2019:

take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed; specifically, regarding the hazards in the areas accessed by the children and the storage of medication,

improve hygiene procedures in the organisation of the potty-training procedures,

ensure that children are always within sight or hearing of staff who have responsibility for them,

ensure that all records are easily accessible and available for inspection,

review and improve procedures for administering medication, include systems for obtaining information about a child's needs and keeping this information up-to-date, including training where required,

ensure there are robust systems in place to monitor and improve staff's personal effectiveness and to check the statutory requirements continue to be met,

ensure that all staff have a secure knowledge and understanding of the wider aspects of safeguarding issues, including female genital mutilation, 'FGM' and the 'Prevent Duty',

ensure the qualification and staff ratio requirements as stated in the 'Statutory framework for the early years foundation stage' is met,

review procedures for accessing confidential information to ensure that they are kept secure and only accessible and available to those who have a professional right or need to see them.

The provider responded promptly to the notice issued. We are satisfied with the action taken.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).