

Complaint about childcare provision

Ref: 405004/4294669

Date: 15 August 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 the 8 July 2019, the provider notified us that a child from the nursery's toddler room was left in the garden by staff. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events. We have discussed the information with the provider and as result we have issued a Welfare Requirements Notice. This is a legal notice that 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. The provider is still registered with Ofsted.

Risk Assessment

put in place appropriate risk assessments and take action that effectively minimises or removes hazards so that children are not exposed to unnecessary risks

DATE 21 August 2019

Premises

take all reasonable steps to prevent unauthorised persons entering the nursery site with particular regard to the entrance gate

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Premises

take all reasonable steps to ensure that children are not able to leave the premises unsupervised with particular regard to the entrance gate

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Medicine

ensure that staff taking medication seek medical advice to ensure that the medication does not impair their ability to care for children appropriately

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Managing Behaviour

ensure that children's behaviour is always appropriately managed by staff

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Training, support and skills

make certain that all staff have a clear understanding of their roles and responsibilities within the nursery

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Staff Deployment

ensure that children are adequately supervised and are within sight and hearing of staff and always within sight or hearing.

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Qualifications

ensure that staff qualification requirements are met at all times

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A Monitoring visit was carried out after the inspection on 22 August 2019. The provider has addressed all the actions within the set timescale. We are satisfied with the action taken by the provider. The provider remains suitable for registration.

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](#).