

## **Complaint about childcare provision**

Ref: EY252732/4268309

Date: 28 October 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](http://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 23 September 2019 we carried out regulatory visit and found that this provider was not meeting some of these requirements. We have served 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.

Actions needed.

ensure that for every particular medicine obtained from parents and/or carers their written permission is in place

To be completed by 15 October 2019

ensure that a policy for the administration of medication is consistently implemented and that it includes effective systems for obtaining and maintaining up to date information about a child's needs for medicine

To be completed by 15 October 2019

ensure that staff are deployed effectively at all times, to ensure that children are adequately supervised, and their needs met

To be completed by 15 October 2019

ensure effective systems are consistently implemented to ensure that all staff are suitable to work with children

To be completed by 15 October 2019

ensure that all of the required information about vetting processes are accurately recorded

To be completed by 15 October 2019

ensure that all reasonable steps are taken in order to identify risks and effective take action to minimise them

To be completed by 15 October 2019

ensure the premises and equipment is appropriately organised that meets the needs of all children

To be completed by 15 October 2019

ensure that all staff are aware of and understand the expectations of children's behaviour and that strategies to help children manage their own behaviour are consistently implemented

To be completed by 15 October 2019

ensure that meals, snacks and drinks provided for children are healthy, balanced and nutritious

To be completed by 15 October 2019

ensure that fresh drinking water is accessible to children at all times

To be completed by 15 October 2019

Following a compliance visit on the 15 October 2019 we found that the provider had taken

appropriate steps to meet the actions served within the welfare requirements notice. However, some aspects were partially met. These will be checked at the next inspection. The provider is still 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](#).