

Complaint about childcare provision

Ref: 118126/4313307

Date: 18 September 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 22 August 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced monitoring visit on 17 September 2019 and we served a notice to improve. This is a 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.

The provider must:

- make sure staff are able to identify and remove any health and safety hazards, to ensure children play and rest in a clean and safe environment action needed by 26 September 2019
- provide an area adequately equipped to ensure the hygienic preparation of babies' bottles action needed by 26 September 2019
- ensure key persons meet young children's individual needs, particularly when they are tired action needed by 19 September 2019
- maintain an accurate daily record of the names of the children being cared for on the premises, their hours of attendance and the names of adults working with them action needed by 19 September 2019.

The provider responded to the actions. Management and staff have implemented a new risk assessment which is used daily and checked by a member of the management team to ensure any hazards are identified and removed. The provider has moved the baby milk preparation area to the kitchen and staff follow guidelines on how to prepare infant formula in care settings. Management and staff have reviewed children's routines and individual needs. The provider has purchased two sleep pods for the baby room to provide young children with a place to be laid to sleep or access by themselves if they are tired. The provider has made amendments to the daily attendance record and the staff team understand the importance of completing them correctly. Ofsted are satisfied with the

action taken. 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](#).