

Complaint about childcare provision

Ref: EY422536/4405090

Date: 19 December 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 16 December 2019 we received concerns that this provider was not meeting some of these requirements. On 17 December 2019 we visited the setting and have issued a Notice to improve. 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.

Actions needed:

- deploy staff to supervise and meet children's needs, particularly at times of routine change to ensure all children play safely and are purposely engaged by 14 Jan 2020
- ensure at least one member of staff holds a level 3 qualification, and at least half of all other staff hold a level 2 qualification by 20 Dec 2019
- follow parental permission and instructions to administer medicine (both prescription and non-prescription) to children to ensure they receive the correct dose at the right time by 20 Dec 2019.

On 31 December 2019 we received a response from the provider with the action taken to improve. The provider has re-trained staff in the key person policy and administration of medication. They have strengthened the key person system to meet children's needs and improve the communication with parents. The provider has reviewed rota's and holiday scheduling for the nursery to ensure consistent qualified staff coverage across all rooms.

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](#).