

Complaint about childcare provision

Ref: EY331082/4335971

Date: 18 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 18 September 2019, the provider notified us of an accident. 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 such instances. On the same day, we also received concerns that this provider was not meeting some of these requirements.

On 6 November 2019, we carried out a regulatory visit and found: the adult-to-child ratios were met; procedures for bottle preparation were clearly displayed and covered on staff induction; the bottle-feeding policy was robust; staff had received appropriate training in how to deal with scalds; and, managers had reported the accident appropriately. However, this visit did raise other concerns. We have served a Notice to Improve. This is a notice that asks 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

- review and update your safeguarding policy to make correct reference to current local safeguarding procedures and to ensure clarity of the steps to take, if an allegation is made against a member of staff – by 6 December 2019
- review and update your safeguarding policy and procedures to have regard to current national guidance documents for safeguarding, so that the relevant agencies can be notified without delay, if you have a concern about children's safety and welfare – by 6 December 2019
- review and update the process of completing accurate records, with particular regard to accident forms, to enable consistency of children's care and well-being – by 6 December 2019.

We were satisfied with the actions taken by the provider.

On 27 November 2019, we received further concerns that this provider was not meeting some of these requirements. On 6 January 2020, we carried out a regulatory visit and found: all the adult-to-child ratios were met; the procedures for feeding children with allergies were covered on staff induction; and, managers have taken appropriate steps to ensure that children with dietary allergies are given the correct food and drink at all times. 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](#).