

Complaint about childcare provision

Ref: EY484448/4544862

Date: 24 August 2020

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 28 July 2020 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 20 August 2020 and found that they had already carried out a meeting with all staff regarding how to respond to an incident where they suspect a child is at risk of harm. During the visit we identified breaches in the requirements. We issued the provider a notice to improve that asked them to;

Action needed

ensure that the items in the first aid box are appropriate for use with children, this relates to checking the expiry dates of the contents by 3 September 2020

ensure that the written procedures for preparation of formula feeds reflect the settings current practice and guidelines by 3 September 2020.

We are satisfied with the action taken by the provider. 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](#).