

Complaint about childcare provision

Ref: EY414078/4571889

Date: 15 September 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 8 September 2020 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 10 September 2020 and found the provider is not meeting all of the requirements. We have issued a Welfare Requirements Notice which requires the provider to comply with the Statutory Framework for the Early Years Foundation Stage for; Risk assessment and Staff qualifications, training, support and skills. 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 remains registered with Ofsted.

By 17/09/2020:

EYFS 3.64

take all reasonable steps to ensure children are not exposed to risks, and develop staff practice for managing potential risks, with specific reference to checking the temperature of food before it is given to children

EYFS 3.20

make sure that information gained by staff from paediatric first-aid training is understood and put into practice when the need arises, with specific reference to treating burns and scalds.

We monitored the provider's compliance with these requirements on 18 September 2020 and found that the provider had taken appropriate steps to meet the actions. Procedures for checking the temperature of hot food now include a final probe of the food before it is given to children, as well as the previous practice of leaving it to cool for 15 minutes once it has been probed in the kitchen. All staff have completed online training to refresh their paediatric first-aid knowledge, with a focus on treatment for burns and scalds. They have

also completed food hygiene training. 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](#).