

Complaint about childcare provision

Ref: EY559741/4646318

Date: 11 January 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 2 December 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. 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.

Actions needed by 18 December 2020:

ensure that all staff complete a robust induction to enable them to be clear on their individual roles and responsibilities, and that the staff working with one another, know and understand each other's roles

improve the arrangements in place to support children with special education needs/and or disabilities

provide clean and appropriate bedding

take all reasonable steps to ensure that staff and children are not exposed to risks; particularly those in relation to the COVID 19 pandemic, loose cables and accessible electrical sockets in the sleep room, and the procedure for the arrival of children

ensure the premises are fit for purpose and suitable for the age of the children cared for and the activities provided

maintain the required staff to child ratios at all times to ensure the individual needs of all children are met

implement robust systems to ensure that safer recruitment practices are followed when determining the suitability of any person likely to have regular contact with children

maintain a daily record of the hours that children being cared for on the premises, their hours of attendance and the names of each child's key person

develop effective systems for monitoring compliance with the legal requirements to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met

ensure that all staff preparing, and handling food receive training in food safety and hygiene.

Actions needed by 4 January 2021:

ensure that all staff are trained to understand the safeguarding policy and procedure, to confidently identify and respond to possible signs of abuse or neglect, and in the event of any allegations being made against an adult working with the children

designate a lead practitioner with responsibility for safeguarding and, ensure they attend an appropriate child protection training course that enables them to support and guide the staff they work with to identify, understand and respond appropriately to signs of possible abuse and neglect.

On 5 January 2021, we carried out a regulatory telephone call to assess the action taken in relation to the welfare requirement notice issued. This was followed up by the provider sharing documentation to show how they had met the requirements. More qualified staff have been recruited and safer recruitment procedures have been followed, to check that those adults working with children are suitable to do so. All staff have completed an induction including a range of training to update their skills and knowledge. This includes, child protection, food hygiene, paediatric first aid and supporting children who have additional needs. The play area has been given a deep clean and has been reorganised, with old or unsuitable equipment, removed and replaced. Risk assessments have been reviewed including the procedure to identify who takes responsibility to check the areas used by the children to ensure they are safe and suitable. The sleep room has been reorganised and each child has their own bedding, which minimises cross infection. We are satisfied with the action taken by the provider. The provider will be able to give parents further information about this. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).