

Complaint about childcare provision

Ref: 2619438/4826184

Date: 19 August 2021

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 29 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 7 July 2021, we carried out an unannounced regulatory visit and on 9th July we carried out a regulatory telephone call with the provider. During the visit and telephone call, we found that the provider was renting out the sensory room to the general public during nursery opening times. Although visitors did not have access to nursery children, they were accessing play facilities also used by nursery children each day. This hindered the effectiveness of additional measures being taken to prevent the spread of infection during COVID-19 (coronavirus) pandemic.

Although it was not part of the original concern, we found two professional nursery visitors holding a meeting in the nursery office where nursery records were stored. Furthermore, we found that staff were not suitably deployed to meet the needs of all the children. The manager was included in staff: child ratios and needed to undertake additional managerial tasks which detracted from children's care. As a result, we raised actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 23 July 2021:

ensure there are sufficient staff working directly with the children to meet their needs at all times

ensure that robust measures are in place to prevent the spread of infection and promote the good health of children attending the setting

ensure records are stored confidentially and can only be accessed by persons who have a right to see them.

On 29 July, we received further concerns. On 30 July 2021, we carried out a regulatory telephone call with the provider. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider took action to ensure each

child's key person communicates effectively with parents about children's care and checks that each child has a clean nappy before they are collected each day. The provider will be able to give parents more information about this.

On 30th July, the provider also responded to the previous actions set. The provider confirmed that they had recruited four additional staff members to work with the children. They were no longer renting out the sensory room to the public and they had ensured that the nursery office and information stored in the office could only be accessed by authorised personnel.

We are satisfied with the actions 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 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](#).