

Complaint about childcare provision

Ref: EY472340/4930803

Date: 9 November 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 19 October 2021 and 29 October 2021, we received concerns that the provider was not meeting some of these requirements.

On 3 November 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements 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. The provider is still registered with Ofsted.

Actions needed by 17 November 2021:

- improve the procedures for discussing with parents, in a timely way, health concerns within the nursery
- obtain written parental permission to administer any medication, including non-prescription nappy creams
- ensure that babies are placed down to sleep in line with government safety guidance
- ensure that necessary checks are carried out to ensure that children are only released into the care of individuals notified by the parent
- make information available to parents about the daily routines of the nursery, including nappy changing routines
- ensure that Ofsted is notified of significant events which are likely to affect the suitability of the provider or any person who cares for children on the premises

We will monitor the provider's response to ensure the actions are successfully completed.

On 18 November 2021, we visited the setting to check how the provider has responded to the actions set. We found that the provider has improved the procedures for making parents

aware of health concerns within the nursery. Written permission is now obtained from parents before any medicines or creams are used on children. The provider makes information available to parents about the daily routines of the nursery, including nappy changing routines. The sleeping arrangements for babies have been revised to ensure that they are able to sleep in line with safety guidelines. The provider has reviewed the procedures for the collection of children, to ensure that identity checks are carried out, where necessary, when children are released into the care of individuals notified by the parent. The provider is aware of what she must report to Ofsted.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).