

Complaint about childcare provision

Ref: EY558599/4789754

Date: 6 September 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 20 May 2021, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 25 June 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

On 25 June 2021, we found the provider had met some of the safeguarding and welfare actions but not others.

We found that the provider has now maintained a record of the required vetting checks. The provider has ensured that staff have received induction training to help them understand their roles and responsibilities. The provider has taken some action to address performance issues of staff. The provider has taken steps to improve the organisation of the premises, with particular regard to having appropriate equipment that is available for children at mealtimes. Procedures have been implemented to check on sleeping children. The provider has taken action to ensure that information and records are available at all times.

However, we found that the provider has not taken sufficient action to improve the knowledge and understanding of all staff, including the lead practitioner for safeguarding, of the procedures to follow to identify and respond to concerns of a safeguarding nature. Staff have not received effective supervision that offers support, guidance and mentoring to improve the quality of their practice. Key person systems are not effective because staff fail to meet the individual needs of children. Staff deployment is not effective because staff are unable to manage housekeeping tasks alongside caring for children. Food and drink provided to children is not healthy, balanced and nutritious and does not promote the good health of children. Risk assessment is not effective as staff fail to identify and respond to risks and hazards that children are exposed to. There is not enough support for children who have special educational needs and/or disabilities (SEND) in order to help them reach

their potential.

Additionally, during the regulatory visit on 25 June 2021, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the existing and new areas of concern, 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 12 July 2021:

- improve the knowledge and understanding of the designated lead practitioner for safeguarding so that they have greater oversight of any issues of concern in the child's life at home or elsewhere in order to provide support, advice and guidance to other staff on specific safeguarding issues
- improve the knowledge and understanding of all staff of the safeguarding policy and procedures to follow to enable them to respond to concerns of a safeguarding nature in a timely and appropriate way
- maintain clear and sufficiently detailed records, with particular regard to information and records of a safeguarding nature
- ensure there are effective arrangements in place for the supervision of staff and offer support, guidance and mentoring to raise the quality of their practice
- ensure all key persons provide care and learning tailored to meet the individual needs of every child
- ensure staff are deployed effectively so that children are kept safe, consistently supervised and their needs are met
- ensure that there are enough staff present and available to work with children at all times, to ensure their safety and to meet their individual needs
- ensure that children are provided with healthy, balanced and nutritious meals
- ensure that good hygiene practices are followed to promote the good health of children
- ensure all staff fully understand and take responsibility for identifying and managing risks

to ensure children are kept safe

- ensure children with special educational needs and/or disabilities are appropriately supported

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

On 13 July 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit.

On 13 July 2021, we found the provider had met some of the safeguarding and welfare actions but not others.

We found that the provider has employed more staff, which has enabled them to ensure that there are enough staff present and available to meet the needs of the children. Staff were deployed effectively to help supervise children. Health routines were followed, and staff were observed to be following hygiene practices that promote the good health of children.

However, we found that the provider has not taken sufficient action to improve the oversight of the safeguarding of all children. The provider has not taken sufficient action to improve all staff's knowledge and understanding of safeguarding policies and procedures to enable them to respond to concerns of a safeguarding nature in a timely and appropriate way. Records maintained are not clear and sufficiently detailed. Not all staff have received supervision that offers support, guidance and mentoring to raise the quality of their practice. Key persons do not provide tailored care and learning to meet children's individual needs. Children are not provided with healthy, balanced and nutritious meals that promote their good health. Risk assessment is not effective because staff fail to identify and respond to risks and hazards that children are exposed to. There is not enough support for children who have SEND in order to help them reach their potential.

Additionally, during the regulatory visit on 13 July 2021, we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the existing and new areas of concern, 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 3 August 2021:

- improve the knowledge and understanding of the designated lead practitioner for safeguarding so that they have greater oversight of any issues of concern in the child's life at home or elsewhere in order to provide support, advice and guidance to other staff on specific safeguarding issues
- improve the knowledge and understanding of all staff of the safeguarding policy and procedures to follow to enable them to respond to concerns of a safeguarding nature in a timely and appropriate way
- maintain clear and sufficiently detailed records, with particular regard to information and records of a safeguarding nature
- ensure there are effective arrangements in place for the supervision of staff and offer support, guidance and mentoring to raise the quality of their practice
- ensure all key persons provide care and learning tailored to meet the individual needs of every child
- ensure that children are provided with healthy, balanced and nutritious meals
- ensure all staff fully understand and take responsibility for identifying and managing risks to ensure children are kept safe
- ensure children with special educational needs and/or disabilities are appropriately supported
- ensure that all children have access to fresh drinking water throughout the day
- ensure that written permission from the child's parent and/or carer is obtained for each particular medicine that you administer

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

On 5 August 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit.

On 5 August 2021, we found the provider had met some of the safeguarding and welfare actions but not others.

We found that the provider had improved information and records and that records were clear and sufficiently detailed. Children's meals were healthy, balanced and nutritious, which promotes the good health of children. Children have access to fresh drinking water. Written consent has been obtained from parents for each particular medication that is administered

to children.

However, we found that the provider has not taken sufficient action to improve the knowledge and understanding of all staff, including the lead practitioner for safeguarding, of safeguarding procedures. Some staff lack knowledge of how to identify and respond to signs of possible and abuse or neglect. The arrangements for the supervision of staff are not effective because they do not offer support, guidance and mentoring to raise the quality of their practice. Key persons do not provide tailored care and learning experiences that meet children's individual needs. Risk assessment is not effective because staff do not identify and respond to risks and hazards that children are exposed to. There is not enough support for children who have SEND in order to help them reach their potential.

Additionally, during the regulatory visit on 5 August 2021, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the existing and new areas of concern, 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 25 August 2021:

- improve the knowledge and understanding of the designated lead practitioner for safeguarding so that they have greater oversight of any issues of concern in the child's life at home or elsewhere in order to provide support, advice and guidance to other staff on specific safeguarding issues
- improve the knowledge and understanding of all staff of the safeguarding policy and procedures to follow to enable them to respond to concerns of a safeguarding nature in a timely and appropriate way
- ensure there are effective arrangements in place for the supervision of staff and offer support, guidance and mentoring to raise the quality of their practice
- ensure all key persons provide care and learning tailored to meet the individual needs of every child
- ensure all staff fully understand and take responsibility for identifying and managing risks to ensure children are kept safe
- ensure children with special educational needs and/or disabilities are appropriately

supported

- improve the deployment of staff so that children are effectively supervised at all times to ensure their safety and meet their individual needs
- ensure that all children have a named key person, who offers a settled relationship for the child and builds a relationship with their parents
- ensure that confidential information and records about staff and children are held securely and are only accessible and available to those who have a right or professional need to see them

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

On 25 June 2021, we found that the provider had not met the actions set in the welfare requirement notice. We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps.

On 26 August 2021, and 2 September 2021, we carried out regulatory visits. The focus of the visits was to check whether the provider had met the safeguarding and welfare actions raised at their last visit.

On 26 August 2021, and 2 September 2021, we found that the provider had met some but not all of the safeguarding and welfare actions.

We found that the provider had taken steps to ensure the designated lead practitioner has the knowledge to fulfil her responsibilities to provide support, advice and guidance to other staff in relation to specific safeguarding issues. The provider has taken action to improve staff's knowledge and understanding of the settings safeguarding policies and procedures to enable them to respond to safeguarding concerns in a timely and appropriate way. The provider has taken action to improve the arrangements for the supervision of staff to provide them with support, guidance and mentoring. The provider has taken steps to improve the support available for children with special educational needs and/or disabilities. We found that at some periods throughout the day these children receive one to one support from staff in order to help them reach their potential. The provider has taken action to ensure staff are effectively deployed. Children were found to be supervised at all times and staff were meeting their individual needs. The provider has taken action to ensure all children have a named key person to provide children with care and learning tailored to meet their individual needs and build relationships with their parents. The provider has taken steps to ensure confidential information and records are securely stored and only available to those who have a right or professional need to see them.

However, we found that the provider has not taken sufficient action to improve staff's understanding and their responsibility for identifying and managing all potential risks to children. Staff do not identify the risk to children of plastic bags that are easily accessible to them or the risk of wires that are exposed on decorative wall hangings.

In relation to the existing areas of concern, we have served a welfare requirements notice. This is a legal notice that requires the provider to take actions below within the timescale set out. The findings will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 September 2021:

- ensure appropriate action is taken in a timely manner to identify, minimise or remove risks in all areas of the premises to ensure children's safety.

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

On 30 September 2021, we conducted an inspection. The welfare requirements notice was monitored during this inspection.

As a result of our inspection on 30 September 2021 we served a welfare requirements notice which required the provider to comply with the Statutory Framework for the Early Years Foundation Stage for Managing children's behaviour; Risk assessments; Health.

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.

Following our inspection, we made a visit on 19 October 2021, to monitor their compliance with these actions. At the visit, we found that the provider had taken action to address all of the issues. The provider has improved by ensuring all staff have the skills they need to fulfil the requirements of their role. Staff have received training and support to ensure they consistently manage children's behaviour. The provider has improved their arrangements for risk assessments and supported staff to identify and minimise these risks. The provider has reviewed the organisation of mealtimes and supported staff to ensure that cross contamination is minimised.

We took steps to cancel the provider's registration. The provider objected to us taking this step, the objection was not upheld.

We have now re-considered our decision to cancel the provider's registration. This is because at the visit dated 19 October 2021 the provider was found to be complying with the Statutory Framework for the Early Years Foundation Stage. This demonstrates that the

provider does have the capacity to improve the care learning and education they provide for children attending the setting.

The provider remains 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](#).