

Complaint about childcare provision

Ref: 2639838/4879242

Date: 25 January 2022

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 27 August 2021, 16 and 17 September, we received concerns that the provider was not meeting some of these requirements.

On 8 October 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 2 November 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.

We found that the provider had made improvements. Staff training had been undertaken which had helped to improve staff knowledge of their roles and responsibilities. This included staff being more aware of children protection indicators of abuse and referral procedures for both children and staff. Staff were also made aware that there was a nursery mobile phone for use on any outings with children. Ongoing training is being offered to develop staff knowledge of how to support children with special educational needs and/or disabilities.

Policies and procedures had been reviewed. Management now ensure attendance registers are accurately completed and maintained. They also ensure records relating to staff and children's medications are in place and completed with the required information. Each child had been assigned a key person and staff deployment had improved to ensure children's needs are met. Security procedures were in place and adhered to by staff to ensure the premises, including the outdoor area, remained secure. Processes were in place to improve the sharing of information with parents and carers. Regular nappy change routines were in place with additional checks of children now being made throughout the day to ensure children were not being left in soiled nappies for longer than necessary. Supervisions of staff had been implemented to review staff knowledge and practice and identify their future

training needs.

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](#).