

Complaint about childcare provision

Ref: EY362250/5264918

Date: 17 October 2022

Summary of outcome

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 27 September 2022, we received information that this provider was not meeting some of these requirements. On 3 October 2022, we carried out an unannounced regulatory visit. We found that staff preparing food for children did not have suitable training. Staff do not complete effective risk assessments, which means not all hazards to children are removed or minimised. Regular cleaning routines are not carried out to make sure that good health and hygiene is promoted throughout the nursery. Following this visit, we served the provider with a Welfare Requirements Notice (WRN). 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 October 2022:

ensure all staff involved in preparing and handling food have received training in food hygiene

support staff to implement effective risk assessments and ensure children in their care are not exposed to risks, including identifying aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised

implement effective cleaning routines that promote good health and hygiene throughout the nursery, making sure that equipment that is used frequently, and sinks children use to wash their hands are cleaned on a regular basis.

On 17 October 2022, the provider responded to the actions set. We found that staff preparing food for children now have suitable training. Staff also complete effective risk assessments, which means hazards to children are removed or minimised. Regular cleaning routines are now carried out to make sure that good health and hygiene is promoted throughout the nursery.

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](#).