

Complaint about childcare provision

Ref: 2592933/5270462

Date: 28 November 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 12 October 2022, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome will be published in due course. Following the inspection we served a welfare requirements notice on 1 November 2022. 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.

Actions needed by 18 November 2022:

- ensure all adults working with children have their suitability checked
- deploy staff effectively so that all children's needs are met
- identify and remove all hazards to help keep children safe from harm
- implement the non-smoking policies for adults working within the nursery
- implement robust health and hygiene procedures, to help minimise the spread of infection in order to keep the children and staff safe
- ensure all children access outdoor play daily in order to promote good health and physical development
- put steps in place to strengthen the induction and supervisions process for all staff to help them fulfil the requirements of their role.

On 23 November 2022, we carried out an unannounced 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 provider ensures all adults working with children have suitability checks completed. The provider has improved how children are supervised and how staff are deployed. The provider has also reviewed the procedures for

risk assessment. Additional risk assessments have been implemented, including checking safety gates that lead to the bathroom are closed. Staff have completed refresher training. The provider has purchased all-in-one wetsuits for babies to wear, to allow them to play outdoors in all weathers. Staff induction and supervision processes have improved for all staff to help them fulfil their roles and responsibilities.

We are satisfied with the action 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](#).