

Complaint about childcare provision

Ref: EY493669/5356756

Date: 22 February 2023

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 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 February 2023, 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 10 February 2023. 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 13 February 2023:

- ensure that systems to record accidents and pre-existing injuries are robust and that all staff are aware of and follow the correct processes
- improve risk assessment to ensure that all staff are able to identify hazards and take swift action to minimise risks to children's safety
- ensure the premises is fit for purpose and suitable for the children being cared for
- take steps to ensure the safety of children, staff and others working on the premises in the case of a fire or other emergency
- ensure sleeping babies are checked frequently to ensure they are safe
- implement suitable nappy changing practices for pre-school children to protect their dignity
- ensure that staff consistently follow effective hygiene measures to keep the environment clean and promote children's good health
- improve staff deployment to ensure children are safely supervised and their needs are

met.

Actions needed by 10 March 2023:

- improve the monitoring of staff practice and provide staff with the coaching and training required to bring about improvement
- ensure all staff have training to develop their understanding of how to support the behaviour and learning of children with special educational needs and/or disabilities (SEND)
- ensure staff have the necessary skills to manage children's behaviour effectively.

On 15 February 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions dated 13 February 2023 raised at their last inspection. We found that processes for recording children's pre-existing injuries are now robust. New risk assessment systems support staff to be able to identify hazards and take swift action to minimise risks to children. Fire exits are now kept clear to enable staff and children to leave the nursery safely in the event of an emergency. Steps have been taken to improve the hygiene of the premises and to keep children warm. Procedures for checking on sleeping babies have been improved to ensure children are checked regularly. A privacy screen is now being used to maintain the dignity of older children when having their nappies changed. Staff now deploy themselves more effectively to ensure children are safely supervised at all times. We are satisfied the provider has met the safeguarding and welfare actions raised dated 13 February 2023.

On 28 March 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions dated 10 March 2023 raised at their last inspection. We found that the provider had improved their processes for monitoring staff practice and now provides staff with the training and support they need. Staff manage children's behaviour more effectively and have developed their understanding of how to support the care and learning of children with special educational needs and/or disabilities (SEND). We are satisfied the provider has met the safeguarding and welfare actions raised dated 10 March 2023.

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](#).