

## **Complaint about childcare provision**

Ref: 2520081/5371094

Date: 11 April 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](http://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 9 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 March 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 24 March 2023:

- ensure staff and children are not exposed to risks and be able to demonstrate how risks are managed, particularly in relation to mildew in the storage and staff area, radiators, and toilet seats
- review menus and ensure they are healthy, balanced, nutritious and appropriate for the age and ability of babies and children
- ensure staff responsible for preparing and handling food are competent to do so and have received training in food hygiene
- ensure information about each child's need for medicine and the times it should be administered are kept up to date.

On 24 March 2023, the provider responded to the actions set. We found that the provider has covered the radiators in the corridor, refitted toilet seats and reorganised the storage area pending further planned improvements. Menus have been reviewed and all staff briefed on cutting fruit. Two of the management team have enrolled on food hygiene training as a refresher with a plan to cascade this to other staff. Staff have been reminded to update the written medicine administration record with any changes requested by parents before administering medicine. 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](#).