

Complaint about childcare provision

Ref: 2691752/5412871

Date: 14 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 April 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider is still registered with Ofsted.

Actions needed by 27 April 2023

- ensure that staff implement the risk assessment procedures in the bathroom, particularly that toilet bleach has been removed from the toilet basin before children have access to these

- ensure seating used by the toddler children is suitable and safe

- ensure that the nappy change mats are safe and fit for use and do not place children at risk of cross infection

- support children's health by ensuring staff are vigilant to recognise and respond to children with runny noses, particularly, when children are eating.

We will monitor the provider's response to ensure the action/s is/are successfully completed.

On 2 May 2022, the provider responded to the actions set. We found that the provider had taken action to retrain staff with regards to the settings health, hygiene and risk assessment policies and procedures. There is now suitable and safe seating for toddlers and the nappy change mats have been replaced.

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](#).