

Complaint about childcare provision

Ref: EY462126/5441452

Date: 23 June 2023

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 15 May 2023, we received concerns that this provider was not meeting some of these requirements. On 14 June 2023, we carried out an unannounced regulatory visit. At this visit we found that managers had identified some of the weaknesses in practice and had taken suitable measures to address them. For instance, they have made sure that all parents now know who their child's key person is. They have also made sure that parents now receive regular updates about their children's progress.

Although not part of the initial concern, we found that staff do not carry out effective risk assessments. In the baby room, suncream and nappy cream is left in unzipped bags within children's reach, nappy creams are left on floor, fans have trailing wires, and chairs are stacked too high. Equipment is also stacked on the floor in areas where children are changed. We also found that children in the baby room drink from other children's drinking cups. In addition, staff give children the correct drinks without cleaning the lid after another child has used them. We also found that not all medication belonging to children, such as inhalers, is labelled.

In the preschool room, suncream is left in unzipped bags within children's reach and discarded clothing is left on the floor in corridors where children and staff walk. Fire doors in the new preschool room are too difficult to open, a handle is loose on one of the doors and fire evacuations have not been practised.

We also found that children with special educational needs and/or disabilities who require focused one-to-one activity to support their development do not have a suitable space.

Following this visit, we issued a notice to improve (NTI). 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 21.06.2023:

ensure staff complete effective risk assessments to make sure all hazards to children are removed or minimised

take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency, including making sure fire exits are free of obstruction and easily opened from the inside

ensure all staff know the procedures to follow in the event of an emergency so that they can remove children from the premises to a place of safety quickly

ensure all children have access to fresh drinks in cups that are either for each child's individual use, or are cleaned after each child has used them

ensure staff are vigilant to children drinking from each other's cups, to maintain children's health and minimise the spread of infection

make sure that all medication for children is clearly labelled with the relevant child's details.

Actions needed by 28.06.2023:

provide a suitable space suitable for children with special educational needs and/or disabilities who require focused one to one activity to support their development.

On 23 June 2023, the provider submitted a response to Ofsted demonstrating that they had taken suitable measures to address the actions.

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](#).