

Complaint about childcare provision

Ref: 2693792/5607241

Date: 20 December 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 4 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 December 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 and we have also served a welfare requirements notice. 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.

Welfare requirements needed by 10 January 2023:

- ensure that you consistently act on information from parents and carers about a child's dietary needs and ensure that children's dietary requirements are adhered to at all times
- improve the arrangements for the supervision of management staff and ensure that previous improvements made are sustained. Ensure that staff supervision is effective and provides support, coaching and training for managers and promotes the interests of children
- maintain the premises and equipment to a suitable standard by ensuring that the main children's bathroom is at an appropriate temperature and that the changing mat is in good condition to prevent the spread of infection.

Actions needed by 10 January 2023:

- support children's language and communication skills by reducing the use of dummies when children are not upset or tired
- ensure that the information provided for parents and carers regarding staffing and their qualifications is accurate.

On 11 January 2024 we carried out a regulatory visit to check the action taken by the

provider. We found that the provider has taken appropriate action to comply with the requirements. For example, bottles for children with dietary requirements are sterilized and stored separately from other bottles. Another member of staff witnesses the preparation of feeding bottles and also that they are given to the correct child.

The provider has sought support and guidance from the local authorities early years team to fine tune coaching and training for staff that will promote the interests of children. In addition, the owner and an area manager from a different location have made arrangements to visit the setting on a more regular basis, to provide the management team with further in-depth coaching and support. This is in addition to daily and weekly telephone calls, where support and guidance is provided if needed.

We found that the radiator in the children's main bathroom is now in working order. Also that the changing mat has been replaced to prevent the spread of infection.

All practitioners have been made aware that, to support children's language and communication skills, dummies should only be used if a child is going to sleep or is upset. Guidance regarding the use of dummies has also been shared with parents.

We also found that the provider has ensured that outdated website information has been deleted. Parents now receive accurate information about staffing and their qualifications through new starter leaflets and the electronic app.

We are satisfied with the action taken by the provider.

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](#).