

## **Complaint about childcare provision**

Ref: EY550673/5614927

Date: 30 January 2024

### **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](https://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 14 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 January 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have 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.

Actions needed by 7 February 2024:

- ensure risk assessments are effective in informing staff practice so that staff and children are not exposed to risks and are kept safe
- ensure that fresh drinking water is always available and accessible to children
- ensure that that babies are placed down to sleep safely, in line with the latest government safety guidance
- provide training for staff working with the youngest children that specifically addresses the care of babies.

On 9 February 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit.

We found that the provider has trained staff in how to care for babies. They have updated staff with the latest government safety guidance for safe sleep. Staff have improved their knowledge and understanding of safe sleeping practices. The provider ensures that staff place infants to sleep safely and the temperature of the sleep room is monitored to ensure it is comfortable. Drinking water is now available and accessible to children at all times. Risk assessments have been updated and identify aspects of the environment that need to be checked on a regular basis, when and by who. The provider has ensured that staff are aware of possible risks to children and take steps to remove or minimise hazards. This helps

to keeps children and staff safe.

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](#).