

Complaint about childcare provision

Ref: 2591660/5664583

Date: 12 March 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 27 February 2024, we carried out an unannounced inspection. The report and inspection outcome will be published in due course. 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 28 February 2024:

- improve the procedures for assessing risks and ensure that children are kept safe and their well-being is maintained at all times
- ensure the premises remain fit for purpose and are suitable, with particular regard to ensuring all play areas are warm enough for the children to use
- ensure that staff understand and follow the medication policy and procedure and keep a written record of all medications administered, to promote children's good health
- ensure children are adequately supervised while they eat so that staff are on hand to respond swiftly should a child be at risk of choking.

Actions needed by 12 March 2024:

- implement an effective key person system to ensure children's care is tailored to meet their needs and to build effective relationships with parents
- ensure that staff have the necessary skills to manage children's behaviour effectively.

On 5 March 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

inspection that were required to have been completed by 28 February 2024. We found the provider had met some of the safeguarding and welfare actions but not others.

The nominated individual (NI) has improved procedures for assessing risk and shared these with members of staff. The NI has also ensured the premises are warm enough for the children to use. Staff now monitor and record the temperature of children's rooms to ensure they remain fit for purpose and are suitable. The NI has updated the medication policy and procedure to ensure there is a written record of all medications administered. Through discussion, staff demonstrated that they understand and follow this policy to promote children's good health. However, staff continue to not adequately supervise all children while they eat which means they are not on hand to respond swiftly should a child choke on their food.

As a result of the continued breach of requirement in relation to the supervision of children during mealtimes, we have served a welfare requirements notice.

Action needed by 6 March 2024:

- ensure children are adequately supervised while they eat so that staff are on hand to respond swiftly should a child be at risk of choking.

On the 8 March 2024, we carried out a regulatory visit. The NI has developed a mealtime procedure that ensures that children are in sight and hearing of staff at all times. This has been shared with all staff who implement the procedure effectively to ensure children are appropriately supervised while they eat. We will continue to monitor the outstanding safeguarding and welfare requirement actions raised at the last inspection.

On 14 March 2024, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection that were due by 12 March 2024. We found the provider had met the safeguarding and welfare actions.

Behaviour management procedures have been updated and additional training provided for staff regarding effective communication to promote children's positive behaviour. The key worker role is now effectively implemented and a variety of communication methods in place to inform parents of key information about their child's key worker.

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](#).