Complaint about childcare provision

Ref: EY441200/5811738

Date: 19 November 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 22 August and 9 October 2024, we received concerns that the provider was not meeting some of these requirements relating to safety and suitability of premises, environment and equipment.

On 21 October 2024, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions by 8 November 2024.

- support staff to understand and follow the nursery's agreed approach to nappy changing to ensure children's personal health care needs are consistently met
- improve the arrangements for the ongoing support the manager and staff receive, to ensure consistency in good quality practice throughout the nursery.

On 6 November 2024, the provider responded to the actions set.

We found the provider and staff have reviewed and improved how they meet children's personal health care needs to an agreed standard. All staff have reviewed the setting's policies for nappy changing. Additionally, the provider has put in place procedures to ensure this knowledge is maintained by staff. Improvements have also been made to consistently monitor the impact of support and training delivered to staff to make sure it is effective. This is to ensure all staff understand their roles and responsibilities to keep children healthy and safe.

The information gathered suggests that the provider is now meeting the requirements of their registration. 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.