

Complaint about childcare provision

EY257099/C206083

Date: 03/03/2014

Summary of complaint

On 24 February 2014, we received a complaint that raised concerns about sickness, the safety of children when they are asleep, food and drink, the premises, information for parents and carers, complaint procedures and the key person system. At an inspection we looked into these concerns to see whether the setting was meeting the requirements relating to each concern.

We found that the nursery has clear policies and routines in place with regard to sickness in order to safeguard all children and the staff. Clear procedures are in place for the administration of medication. The nursery staff diligently check on sleeping children every ten minutes and a baby monitor is also used in the baby sleep room. They maintain records of these checks. The menu is nutritious and varied providing a variety of fish/meat and vegetable dishes. Fruit and vegetables are part of the daily diet for all children. Information about the menu is displayed and if the menu has to change parents are notified of this on the notice board and on daily report sheets. The premises are clean and risk assessed. Staff follow appropriate hygiene routines.

Information is displayed on the notice boards for parents, a newsletter has recently been started to keep parents informed of relevant events, information and meetings. Photo boards are in place in each room depicting all the staff who work in the room and their names, to ensure parents become familiar with all the staff in addition to the key person. Appropriate systems are in place to help children and parents adjust when children move rooms within the nursery, this includes the introduction to staff and the new key person. Letters for parents that have not been collected at the end of the week are sent by post to ensure they receive them.

A comprehensive complaint policy is in place and was followed at the time of the complaint. However, the policy has been revised to ensure that

complaints are brought to the attention of the senior day nursery team and followed up on the day they are made to ensure there is no delay in response to them.

The nursery has looked into all aspects of the complaint thoroughly and taken action to revise and improve practice. Ofsted is satisfied with the action taken by the provider to ensure they meet requirements.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)