

Complaint about childcare provision

EY281377/C221420

Date: 21/10/2014

Summary of complaint

On the 23 July 2014 we received a complaint that raised concerns about management arrangements at the setting, in particular, that there is no management cover at the end of the day and how staff perform and are managed. In addition, concerns were raised about ratios of staff to children not being met and child supervision. Concerns were also raised about the premises, in particular, the setting being too hot in the summer and too cold in the winter and drainage problems in the playground. Concerns were also raised about the arrangements for food and drink for children, the sickness policy not being adhered to and poor communication with parents.

On 09 September 2014, we carried out an unannounced visit to the setting to look into these concerns to see whether the setting was meeting The Statutory framework for the early years foundation stage, in particular, the safeguarding and welfare requirements relating to suitable people; qualifications, training, support and skills; child supervision; child to staff ratios and staff deployment; medicine; food and drink; safety; premises; risk assessment and information for parents and carers.

We found that the management does not ensure that there are at least half of all staff that hold at least a full and relevant level 2 qualification at all times. This impacts of the overall quality of the daily experience of children as not all staff are fully aware of the individual needs of all children, and their stages of learning and development. There are also concerns about how well the team work together to ensure a culture of mutual support and teamwork. This hinders continuous improvement. The management have identified that there is a weakness in this area and are working with staff to address this. We found that ratios requirements were met at the time of the visit, however, staff are not always deployed well during busy times and during staff absence. There is a high reliance on unqualified supply staff, as a result, the

key person system is not fully effective; not all staff are fully aware of the individual needs of all children.

We found that the setting promotes the good health of children, there is a clear policy in place, which is shared with parents, for the procedure to follow in the event of a children becoming sick or unwell. The setting takes necessary steps to prevent the spread of infection and takes appropriate action if children are ill.

We found that children are provided with healthy, balanced meals that take account of children's dietary requirements. There are clear systems in place to check these processes.

We found that there was a blocked drain in the nursery playground that was fixed within 48 hours; adequate steps were put in place to ensure the safety of children. The air conditioning unit was broken in the toddler room, steps were taken to reduce risks to the children by moving them to another room during hot weather, however, the unit has not yet been fixed.

We found that provision is made for children to sleep and rest, and they are regularly checked by staff, however, the arrangements for babies and toddlers does not always ensure that they are able to have undisturbed sleep.

We found that there are risk assessment procedures in place, that include daily checks by staff, the risk assessments do not include some hazards and risks that were identified at the time of the visit, such as blind cords and the transportation of children to the garden. The manager took immediate action to ensure that blind cords were made inaccessible to children at the time of the visit.

We found that there are arrangements in place to share information with parents and carers which includes newsletters, policies and procedures, staffing arrangements and how the Early Years Foundation Stage is delivered and how parents and carers can share learning at home.

Following our investigation, we issued a notice to improve that asks the provider to:

Ensure that at least half of the staff team hold a full and relevant level 2 qualification

Ensure that there is a culture of mutual support and teamwork to ensure continuous improvement

Review the key person system to ensure that every child's care is tailored to meet their individual needs and staff are fully aware of the learning and care needs of all children.

Ensure that staff are deployed well at all times to ensure that their needs are

met.

Ensure the safety of children by ensuring that any faulty equipment, such as air conditioning is safe and in good working order.

Ensure that risk assessment arrangements are robust and include new hazards as they arise.

The provider sent a written response to the actions and we are satisfied that they have been met.

The provider remains 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 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)