

Complaint about childcare provision

EY453994/C203768

Date: 26/11/2014

Summary of complaint

On 28 January 2014, we received a complaint that raised concerns about Little Treasures Daycare. At inspection we looked into this concern to see whether the provider was meeting the Early Years Foundation Stage requirements relating to the Safeguarding and Welfare requirements in particular the requirement relating to Health. At inspection we found that provider does not take all necessary steps to prevent the spread of infection. We sent the provider a notice to improve that asked them to promote the good health of children attending the nursery by implementing effective hygiene procedures in order that practitioners take the necessary steps to prevent the spread of infection by: changing aprons in between nappy changes, ensuring children do not share hand cloths and by ensuring all practitioners are familiar with the procedures for cleaning toys and equipment.

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)