

Complaint about childcare provision

EY371919/C220214

Date: 13/01/2015

Summary of complaint

On 16 July 2014 we received information that raised concerns about the provider's ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage relating to the Safeguarding and Welfare Requirements: in particular safeguarding practice, food and drink, premises, risk assessment and changes that must be notified to Ofsted. We found that the provider had failed to notify Ofsted of an outbreak of Legionella in some of the nursery's water pipes. In addition, we found that the procedures the nursery have put in place to manage this situation are not effective enough to ensure their health and safety policy is being appropriately followed. We also found a number of safety issues, indoors and outdoors, which compromise children's safety. We found that children are able to drink, drinking water from the pipes as the cold water taps are not affected. We found that practitioners do not effectively implement or follow risk assessments, to ensure children's safety. Following our inspection, we sent the provider a notice to improve that asked them to: ensure that the premises, including outdoors spaces, furniture, equipment and toys are safe for children to use, implement and embed the nursery's health and safety policy to ensure children's health and hygiene are effectively promoted with regards to hand-washing arrangements and to ensure leaders develop knowledge of and follow correct procedures for notifying Ofsted of all significant events that affect the suitability of the early years provider or the quality of childcare available to children. In addition, we asked the provider to: ensure all practitioners have appropriate training, skills, knowledge and a clear understanding of their roles and responsibilities, to enable them to deliver all aspects of the Early Years Foundation Stage, especially the learning and development requirements and to ensure that key persons develop their role to effectively work in partnership with parents to share relevant information about children's learning and development. 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)