

Complaint about childcare provision

EY304889/C209502

Date: 21/01/2015

Summary of complaint

On 3 April 2014, Ofsted received a complaint about staff skills, supervision and deployment to follow children's routines with regards to nappy changing, feed times and use of comforters, appropriate behaviour management, and ratios. The concerns also including working with parents and managing complaints. We completed an unannounced inspection to look into these concerns to see whether the provider was meeting the statutory requirements; in particular, the requirements that link to key persons, staff supervision and deployment, child ratios, managing behaviour, food and drink, and managing complaints.

The inspection found that there is an effective key person system in place to meet the individual needs of all children. Although bank staff frequently support the staff team, they know each other and the children well to support individual needs. Staff work closely with parents to meet children's welfare needs, so that nappies are changed regularly throughout the day. Staff provide children with dummies and comforters during the day to help settle them and provide comfort. Effective communication with parents enables both parties to work well together. There are appropriate systems in place to deal with complaints in line with regulations. Management ensure ratios and staff deployment within each room support children's individual needs and comply with regulations. Staff manage children's behaviour well, so that children receive consistent messages about boundaries and expectations. Management acknowledge that on one occasion, staff did not give a young child their bottle of milk. This happened during a busy period at the end of the day, where staff started the process, but forget to complete it and inform others, due to other demands. Parents were promptly informed of this, and apologies given. Following this incident, management reviewed practices and procedures in the nursery. The bottle warming device is now in the toddler room, where it is visible and easily accessible to staff. Improvements have

been made to the diary systems to help staff effectively communicate children's individual needs, such as feeding routines to other staff and the parents. This ensures they promote children's wellbeing, and allows parents to receive full feedback at the end of the day. Management have taken thorough steps to prevent a similar event happening again. We are happy with the action taken by the provider, and they remain 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)