

Complaint about childcare provision

EY444562/C238945

Date: 28/05/2015

Summary of complaint

On 12 December 2014 we received information that raised concerns that children are given foods they are not allowed to have, and that the setting frequently runs out of disposable gloves, wet wipes for nappy changing, and cleaning materials. We undertook a risk assessment and assessed that this information could be looked into at the next inspection.

On 22 January we received information that raised concerns that toilets are not clean. This was raised with the manager and no action was taken. We undertook a risk assessment and we wrote to the provider informing him of the concerns raised.

On 29 January 2015 we received information that raised concerns that not all adults are vetted before they begin working at the setting, children and parents are not treated with respect, children who are upset are not comforted, children are treated less favourably than others at snack time, children do not wash their hands before eating, children are made to sit in a naughty corner for long periods of time, children are left in wet nappies for long periods of time, parents are not provided with correct feedback and concerns raised are not looked into effectively.

We visited the provider and looked into this concern to see the Early Years Foundation Stage under the following requirements: Suitable people, Staff qualifications, training, support and skills, Key person, Food and drink, Managing behaviour, Safety and suitability of premises, environment and equipment, Risk assessment, Information for parents and carers and Complaints.

We found that the provider has appropriate procedures in place to ensure that children are only given foods they are allowed to have. Disposable gloves

and cleaning materials are available. Wet wipes for nappy changing are provided for individual children by their parents. We observed the toilets and nappy change areas and found they are of a satisfactory standard of cleanliness.

Systems to ensure adults working with children are suitable are in place. Disclosure and barring checks are completed and adults whose checks are still being processed are supervised. We found no evidence to suggest that children and parents are not treated with respect, or that children are treated less favourable than others. We observed children who were upset being comforted by staff who spoke to them sensitively.

Children are encouraged to wash their hands before eating. Behaviour management strategies are appropriate and are individual to each child. The procedures for nappy changing are not effective as they are not changed according to individual needs of each child. Records to show when nappies are changed are not kept correctly. Supervision and monitoring of staff performance with regards to ensuring the intimate care of children is not effective. Verbal feedback to parents is provided daily and through communication sheets, and feedback is monitored to ensure it is effective. Procedures are in place to look into any concerns raised.

Although it was not part of the original concerns we also found that the security of the premises is not robust because visitors are allowed to enter the premises without assuring their identity, and staff do not speak to unknown adults waiting in reception. We also found that children's privacy and dignity is compromised because they are not fully clothed at all times other than when being changed out of soiled clothing.

Following our visit, we sent the provider a notice to improve that required them to:

3.21 improve the supervision of staff in order to ensure they have the necessary skills and knowledge and a clear understanding of their roles and responsibilities, with specific regard to ensuring procedures for nappy changing are implemented effectively

3.27 ensure that every child's care is tailored to meet their individual needs, with specific regard to improving the procedures for changing children's nappies

3.27 ensure that every child's care is tailored to meet their individual needs, with specific reference to ensuring children are appropriately clothed at all

times in order to protect their privacy and dignity

3.62 improve the procedures to prevent unauthorised persons entering the premises, and the procedure for checking the identity of visitors without delay

3.68 ensure records to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are robust, with specific reference to improving the records which show when children's nappies are changed.

The provider took the required action to comply with the notice of action to improve.

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)