

## **Complaint about childcare provision**

EY468381/C263531

**Date:** 05/11/2015

### **Summary of complaint**

On 16 October 2015 we received an allegation with regard to hygiene, staffing, and not promoting children's learning and development. We also needed to consider previous concerns with regard to staffing levels, vetting procedures not being completed, staff:child ratios not met, arrangements regarding toileting and nappy changing, parents not being informed when a child is ill and not meeting children's needs at all times.

We looked into these allegations to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular, these include requirements that state:

Each child must be assigned a key person to help ensure each child's learning and care is tailored to meet their individual needs;

Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Providers must inform parents and/or carers about staff deployment, and when relevant and practical, aim to involve them in these decisions;

Premises and equipment must be organised in a way that meets the needs of children;

Providers must make information available to parents on the range and type of activities and experiences provided for children, the daily routines of the setting, and how parents and carers can share their learning at home;

Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles;

Staffing arrangements must meet the needs of all children and ensure their safety.

We conducted an unannounced visit and found that the provider had now ensured children's needs were met by ensuring all nappy changes are completed with the child's privacy paramount and, that toileting issues were addressed so all children's needs were met. Staff whose suitability had not been checked are never left unsupervised with children and ratios are met, with an increase in staff numbers. Parents are informed of what their child is learning through newsletters and a topic board which displays information about planned activities. The manager tracks all children's progress to ensure the key persons are considering the individual needs, interests and stage of development of each child in their care.

Although it was not part of the original concern, we also found that the provider did not check the identity of visitors to the setting before allowing them access to the nursery, that risk assessments had not been completed on areas accessible to children and that the setting was not clean to an acceptable standard.

Following our investigation, we sent the provider a notice to improve that asked them to:

take all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure for checking the identity of visitors;

complete risk assessments to ensure that children in your care are not exposed to risks with regard to storage of equipment;

make sure that premises are fit for purpose and comply with the requirements of health and safety legislation, including hygiene requirements

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

### **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)