

Complaint about childcare provision

EY472282/C264722

Date: 20/11/2015

Summary of complaint

On 27 October 2015, we received a complaint that raised concerns about the safeguarding practice in the nursery. The concerns related to children being near open windows and levels of hygiene related to nappy changing and the use of potties. We also looked at concerns raised regarding security, a dog on the premises, safeguarding and supervision of children, outings, accident records and use of buggies for children. At an inspection, we looked into these concerns to see whether the setting was meeting the safeguarding and welfare requirements; in particular, we looked at safeguarding policy and practice, the safety and security of the premises, risk assessments, outings, child supervision, the accident and injury records, and information for parents and carers. We found that the provider has a suitable safeguarding policy and procedures, that the premises are suitable for children's use and secure, and that risk assessments are in place, including for outings. Children are supervised, including when in buggies, appropriate records are kept for accidents and injuries, and parents and carers received appropriate information. However, at the time of the inspection, the inspector found that the provider does not ensure that not all potential hazards to children's safety are identified and minimised. Following this inspection, we sent the provider a notice to improve that asked them to: ensure that risk assessments identify and minimise all hazards to children and that staff implement these effectively. 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)