

Complaint about childcare provision

EY297684/C264037

Date: 06/04/2016

Summary of complaint

On 22 October 2015 we received information that raised concerns about children's dietary needs not being met and about insufficient numbers of staff. Prior to this, on 10 August 2015, we received information that raised concerns about the poor state of equipment, insufficient staff, disorganised records and a lack of risk assessment. We visited the provider and we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage (EYFS) requirements relating to: Staff:child ratios, Safety and suitability of premises, environment and equipment, Food and drink, Information and records and Risk assessment. We found that staffing arrangements are sufficient for the numbers of children and that equipment and activities provided are clean and safe. We also found that the provider is in the process of carrying out disclosure and barring services (DBS) checks on some staff, including the checking of the update service however records to prove the steps undertaken and records to show how decisions about staff suitability are made are not available. In addition, recruitment procedures are not applied for occasional staff who are relatives. We found that the policy and procedure relating to children's food allergies and medical conditions has improved and that individual care plans have been introduced. However, care plans are not consistently in place for all children with dietary and medical needs and the information obtained from a parent at the start is limited. We found that the written risk assessment relating to staff with first aid training is not available. In addition, we found that procedure for the safe use and storage of mobile phones is not robustly implemented. As a result of the visit, we raised a notice to improve that requires the provider to:

- have effective systems to ensure that any person caring for, or in regular contact with, children; and any person who lives or works on the premises where childcare is provided (including on a voluntary basis) is suitable to work with children which, must include obtaining an enhanced Disclosure and Barring Service check;
- ensure records are easily accessible and available. This

is with specific regard to staff suitability checks and records of risk assessments when only one staff member who has first aid training is present; improve the information about any special dietary requirements, preferences and food allergies that a child has, and any special health requirements before a child is admitted to the setting; act on information from parents and carers about a child's dietary needs. This is with specific regard to a consistent approach towards children's care plans and make sure safeguarding practice is consistent with the safeguarding policy covering the use of and storage of mobile phones in the setting. We also raised actions relating to both parts of the Childcare register. Ofsted were satisfied with the steps put in place to meet the actions. 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)