

Complaint about childcare provision

EY389531/C292751

Date: 12/10/2016

Summary of complaint

On 17 August 2016, we received information that raised concerns about staff not being fully aware of children's dietary and health needs; children with allergies having contact with the affecting allergens; and inconsistent information provided by staff as to whether food given and materials used are fully checked for allergens prior to being given to children. We looked into these concerns to see whether the provider was meeting the early years foundation stage requirements relating to Staff qualifications, training, support and skills; Staff: child ratios; Medicines; Food and drink; Accident or injury; Risk assessment; Information and records; and Complaints. These include a requirement that states that: 'Before a child is admitted to the setting the provider must also obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements. Providers must record and act on information from parents and carers about a child's dietary needs'.

We carried out an unannounced visit and found that checks are completed for the contents of children's resources, such as paint to make sure that there are no allergens that could affect particular children. Records are kept in relation to children's dietary requirements and allergies and these are kept in each group room, the office and the kitchen, so that all staff are aware of this information. Additionally, each child has their own place mat for meals and snack times, which includes their photograph and details of their dietary needs. Written parental consent is obtained for any necessary medical or emergency treatment to be given to children. There is a written policy for medicines, which includes the use of medication to treat severe allergic reactions. However, we found that written parental consent is not always obtained for the administration of such medication. Although not part of the concerns raised, it was noted that the door to the kitchen area had been removed to be repaired. However, the risk was minimised as a safety-gate

was fitted to prevent children's access while this is being addressed.

Following our visit, we issued a notice to improve that asked the provider to:

ensure that written permission, from the child's parent and/or carer, has been obtained for administering each particular medication (Medicines)

The provider confirmed that the action is met. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted