

Complaint about childcare provision

EY343980/C328967

Date: 11/11/2017

Summary of complaint

On 15 October 2017, we received information that raised concerns that staff did not always follow the correct procedures when supervising children during nappy changes; which resulted in an accident occurring with a child.

We needed to investigate this concern to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to; 'Staff:child ratios'; Safety and suitability of premises, environment and equipment' and 'Risk assessment'.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an announced visit to the setting and found that the provider had taken immediate action as a result of the incident occurring. A comprehensive, detailed internal investigation was completed and suitable action taken. New nappy changing equipment has been purchased and repositioned making it easier for staff to manage. All staff have been spoken to reminding them of the established policy and procedures relating to nappy changing practice. All staff have been issued with updated information and additional training has been provided. Suitable disciplinary action has been taken.

Following our investigation, we found that the provider had taken sufficient action to meet the Early Years Foundation Stage welfare requirements and we took no further action.

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