

Complaint about childcare provision

EY551094/C331430

Date: 06/12/2017

Summary of complaint

On 9 November 2017, we received a complaint that raised concerns about the safety and welfare of children. The concerns related to the general suitability of people; staff qualifications; training, support and skills; key persons; ratios and children supervision; safety of the premises; the role of the special educational needs co-ordinator (SENCO) and record keeping.

At the inspection, we looked into these concerns to see whether the provider was meeting the safeguarding and welfare requirements. In particular, the requirements relating to the suitability of staff qualifications; the key-person role; staff-to-child ratios and supervision; the cleanliness and safety of the premises; how the role of the SENCO is met; and record keeping. In addition, how the provider ensures the suitability of people working with children. We found that the provider obtained suitability checks for staff and there was a good level of qualified staff. There were no concerns about the staff-to-child ratios, children were supervised well and had a key person allocated to them to ensure their individual needs were met. The manager is the nursery's SENCO and meets her role well. An accurate record of children's attendance is maintained. The premises were clean, the building was secure and suitable procedures were followed to ensure security of the outdoor area when children were playing outside.

However, on the day of the inspection, the hygiene procedures for handwashing were not effective. There was a risk of cross-contamination as children were sharing towels to dry their hands. The manager did rectify this when it was identified by the inspector.

Following our inspection, we sent the provider a notice to improve that asked them to: improve knowledge of health and safety procedures to reduce the risk of cross- contamination. 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