

Complaint about childcare provision

Ref: 253652/5747419

Date: 4 July 2024

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 4 June 2024 and 18 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 21 June 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 5 July 2024:

- ensure areas where food is served is hygienic, and that staff who prepare and handle food for children understand how to do this safely, to reduce the risk of cross contamination
- implement good hygiene practices and ensure staff promote good health and hygiene during personal care routines to prevent the spread of infection, with particular regard to nappy changing
- ensure staffing arrangements meet the needs of all children through the effective deployment of staff.

On 4 July 2024, the provider confirmed they had completed the actions set. The provider has ensured all staff have received refresher training on the importance of cleanliness in areas where food is served. In addition, new processes have been put in place to ensure nappy changing areas are hygienic, to reduce the risk of cross contamination. The provider has supported staff to consider appropriate deployment during transition times to ensure all children's needs are being met.

The provider is still 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).