

Complaint about childcare provision

Ref: 2526843/5848284

Date: 13 November 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 9 October 2024, we received concerns that the provider was not meeting some of these requirements. On 11 November 2024, we carried out a regulatory visit to the setting. We found that the provider had implemented procedures to ensure that people looking after children are suitable. All children have a named key person. Leaders obtain information about children's special dietary requirements and any special health requirements and staff are clear about these procedures. Leaders ensure that all staff receive induction training to help them understand their roles and responsibilities. Staff have a clear understanding of the setting's policies including the medication policies and procedures. Leaders have clear procedures for administering medicines to children. Staff are provided with training if the administration of medicine requires medical or technical knowledge.

We found that the provider was not meeting some of the requirements and they took immediate action to put some of these right at the visit. They took action to improve the deployment of staff at lunch time.

We also found that the provider was not meeting another requirement.

Action needed by 25 November 2024:

- ensure all staff consistently comply with the setting's hygiene requirements to prevent the spread of infection.

On 13 November 2024, the provider responded to the action raised. The provider had reviewed the hygiene procedures. Leaders have provided staff with training to support them to consistently implement these procedures. New monitoring systems have been introduced by leaders.

The provider will be able to give parents further information about this.

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](#).