

Complaint about childcare provision

EY321188/ C88386

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Summary of complaint

On 4 December 2007, we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit to the premises on 11 December 2007 and found that there had been a breach of the national standards.

Following our investigation, we issued a compliance notice in relation to ensuring children's individual needs are met and their welfare is promoted - National Standard 3 – Care, learning and play.

We further issued a notice to improve that asks the provider to ensure:

- an accurate daily record is maintained of the names of the children looked after on the premises, their hours of attendance and the names of the persons who looked after them - National Standard 2 – Organisation
- an adequate supply of spare clothes is always available - National Standard 4 – Physical environment
- children are adequately supervised and proper precautions are taken to prevent accidents - National Standard 6 – Safety
- staff are informed and aware of the importance of good hygiene practice and children are encouraged to learn about personal hygiene through the daily routine - National Standard 7 – Health
- adult handling of behaviour is consistent and developmentally appropriate, respecting individual children's level of understanding and maturity - National Standard 11 – Behaviour

- an accurate record of accidents is maintained and signed by parents/carers - National Standard 12 – Working in partnership with parents and carers
- records of staff checks are maintained and available for inspection at all times - National Standard 14 – Documentation.

An unannounced visit took place on 7 January 2008 to monitor compliance.

We are satisfied that the provider has successfully met the actions set.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)