

Complaint about childcare provision

EY284697/ C141082

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Summary of complaint

On 17 December 2010, we received a complaint that raised concerns about a child had been given a cup to drink from that was not suitably clean. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare' and 'suitable premises, environment and equipment'. In particular, to ensure necessary steps are taken to promote the welfare of children in regards to minimising the potential for cross infection and to ensure that equipment is suitable for their purpose.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. On Friday 7 January 2011, we carried out an unannounced visit to the setting and discussed the concerns raised with the two managers in the setting. We found that the provider was aware of the concerns raised and the managers agreed that on this occasion there was an oversight in the cleaning of the cup because staff were not aware that the child's own cup came apart for cleaning and this meant not all areas were appropriately clean. They acknowledged the potential impact on the child's welfare. Procedures for hygiene and complaints were seen and considered appropriate and staff showed how and where children's cups are stored and how they are washed and the frequency of this procedure.

As a result of the concern being raised prior to Ofsted's visit, the provider has reviewed and improved the process for checking and cleaning cups brought in by parents from home. This includes, parents giving staff clear instructions on how the cup is dismantled and all parts included in the cup to ensure it can be washed thoroughly. Parents also have the choice to take their child's cup home to wash themselves if they prefer (The Early Years General Welfare

Requirements- Safeguarding and promoting children's welfare and Suitable premises, equipment and environment).

We are satisfied with the action taken by the provider and no further action was required. 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)