

Complaint about childcare provision

EY392722/ C146714

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Summary of complaint

On 24 March 2011, we received a complaint that raised concerns about the supervision of children and deployment of staff, the accident procedure, the food served to children and cleanliness of the premises and hygiene routines. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Suitable people', 'Safeguarding and promoting children's welfare' and 'Suitable premises, environment and equipment'.

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. We carried out an unannounced visit to the premises and on the day of the visit through discussion with the manager, observations of activity rooms and records seen, we found that children's dietary requirements were met, appropriate procedures were in place to manage accidents and risk assessments and for hygiene routines. The premises were considered appropriately clean and organised and staff were deployed effectively to ensure children were supervised appropriately, whilst ensuring required ratios were maintained.

Although it was not part of the original complaint, we identified that the nappy changing facilities in the toddler room were not appropriate as they were located behind the door, with a mat on the floor in the main activity room which means the potential for cross contamination is increased and children's privacy was not ensured.

Following our investigation, we issued a notice to improve that asks the provider to:

- ensure outdoor and indoor spaces, furniture, equipment and toys are safe and suitable for their purpose; in this instance, by ensuring appropriate nappy

changing facilities are provided in the toddler room (The Early Years Foundation Stage General Welfare Requirements – suitable premises, environment and equipment).

We will monitor the provider to ensure they meet this action. 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)