

Complaint about childcare provision

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Summary of complaint

On 22 November 2011, we received a complaint that raised concerns about the safety of the premises with regards to fire evacuation, security of the premises and the safety of appliances and suitability of adults working with the children and allegations that the procedure for the administration of medication was not followed. 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. On Friday 25 & Tuesday 29 November 2011, we carried out unannounced visits to the setting and discussed the concerns raised with the manager and provider. The inspectors observed practices in the activity rooms and spoke to staff.

We found that children were settled and staff were appropriately deployed to meet the needs of the children and engaged well with the children and required ratios were met. It was acknowledged by the manager and provider that a child was given the prescribed medication of another child and this potentially put the child at risk. The procedure for the administration of medication was not followed and written permission from the parent to administer this medication was not in place. Older children were observed to use the toilet independently and as the toilets are located very close to the main front door, this can result in other parents accessing the toilet with their own child, while another is using the toilet and the front main door is not always locked shut after use and this could result in a child leaving the premises or an unknown person entering the premises thus compromising the safety of those on the premises. The fire evacuation was observed and deemed adequate on the day, however, the signage for the fire exits was not on all fire doors and an evacuation plan was not displayed. It was

acknowledged that the procedures for blowing a whistle to evacuate was not completely effective as this could not be heard throughout the premises. Although there was a record to demonstrate the gas appliances had been inspected by the Gas Board, it was not evident that an appropriate health and safety inspection, including a fire inspection had been completed. Although it was not part of the original complaint, we also identified that the system in place to assess the suitability of adults working with children is not robust and the induction procedure is not adequate to ensure all staff are aware of their roles and responsibilities. It was also evident that not all adults hold an enhanced CRB and unvetted persons were unsupervised and there is no named deputy to act up in the absence of the manager. Although there were sufficient numbers of staff with an appropriate paediatric first aid qualification, it was not evident that someone with this qualification was on site at all times. We also identified that there was no risk assessment in place for the premises and staff's knowledge of safeguarding was not secure enough to raise a concern if required.

Following the visit we issued welfare requirement notices that ask the provider to:

- implement an effective safeguarding policy and procedure and ensure all staff understand this and are able to implement this
- and
- ensure a record is maintained of all medicines administered to children and medication records are correctly completed with regard to recording parental consent (also applies to the Childcare Register)

We also issued notices to improve to meet the other requirements. The provider did not inform Ofsted of a change of manager within the required timescale, which is a requirement of their registration. On this occasion Ofsted issued the provider with a warning letter.

On 15 December 2011, we monitored the provider to assess the action taken to meet the requirements. As a result of this visit, we re-issued the welfare requirement notice relating to the safeguarding procedure and four of the notices to improve.

On 13 January 2012, we carried out an unannounced monitoring visit to the provider to assess the action taken and we are satisfied sufficient action has been taken to meet the requirements. 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)