

Complaint about childcare provision

EY483810/C329182

Date: 16/12/2017

Summary of complaint

On 17 October 2017, we received information that raised concerns about children's sleeping areas, children's privacy when using toilets, a lack of hygiene, poor food safety and hygiene arrangements, the security of outdoor play areas, the arrangements for administering medicines, methods to manage children's behaviour, staff qualification levels not being met, accidents to children on the premises, inappropriate language used by staff, and no hot water available on the premises. We looked into these concerns to see whether the provider was meeting the early years foundation stage requirements relating to Child protection, Suitable people, Staff: child ratios, Key person, Food and drink, Health - Medicines, Safety and suitability of premises, environment and equipment - Safety, Premises, Risk assessment, Accident or injury, Managing behaviour, Information for parents and carers, and Changes that must be notified to Ofsted. These include a requirement that states that: 'The provider must promote the good health of children attending the setting'.

We carried out an unannounced visit to the premises and found the younger children have a designated sleeping area within their group room, which is cordoned off by an appropriate low partition barrier. The toilet and wash area, designated for older children, has a door fitted, which provides privacy from any other people in the entrance area of the premises. Staff are mindful to check that the door is closed and there is a notice on the door as a reminder. The premises were noted to be in generally clean condition. Personnel are employed with a specific role to clean the premises on a regular basis. The provider confirmed that only staff who hold a current food safety certificate prepare food for children. The setting no longer uses the outdoor area to the front of the premises, as they have identified some risk to children due to the size of the gaps below the perimeter gates. The rear outdoor play area, which is used for children's outdoor play, is fully enclosed.

It has a tall gate with a draw-bolt fitted out of reach of children to prevent them from leaving this area unsupervised. Medicines are administered to children by room leaders and managers. Written parental consent and instruction is obtained and a record of the administration kept. There is suitable policy for the management of children's behaviour. There were no issues noted during the visit in respect of behaviour management. Staff: child ratios were found to be met at the time of the visit and there were sufficient numbers of qualified staff on duty. However, staff deployment was not fully effective; the member of staff who was caring for children under 2 years in the baby room, only had a level 2 qualification. This was addressed at the time, with a level 3 qualified member of staff being redeployed to the baby room. Any injuries to children are treated with first aid, then recorded, and their parents informed. There was no evidence found of staff using inappropriate language at the setting. Heated water is available on the premises, which used by children for washing. It was noted that children may be able to gain unsupervised access the kitchen and utility area, which contain potentially hazardous items. Staff use disposable gloves when changing children's nappies, but have no other barrier clothing to further prevent the risk of cross contamination.

Following our visit, we issued a notice to improve that asked the provider to:

ensure that the premises are fit for purpose, with particular regard to preventing children's unsupervised access to the kitchen and utility area (Safety and suitability of premises, environment and equipment)

ensure suitable items are provided and used for children's nappy changing to reduce the risk of the spread of infection (Health)

The provider has confirmed in writing that the actions are met. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at

www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted