

Complaint about childcare provision

EY362003/C277648

Date: 25/02/2017

Summary of complaint

On 2 September 2015, we received information that raised concerns about the staff to child ratios, children not being encouraged to wash their hands, children not being reassigned a new key person when there are changes to staffing, and a member of staff's management of children's behaviour. On 9 September 2015, we received a notification from the provider about an allegation of a member of staff handling a child roughly. On 25 April 2016 we received information that raised concerns about the administration of medication. On 5 May 2016, we received a notification from the provider that raised concerns about the suitability of a member of staff.

We looked into these concerns to see whether the provider was meeting the early years foundation stage requirements relating to Suitable people, Risk assessment, Staff taking medicine/other substances, Medicines, Complaints, Child protection, Managing behaviour, Staff: child ratios, Key persons, and Health. These include requirements that state that: 'Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable' and 'Providers must not threaten corporal punishment, and must not use or threaten any punishment which could adversely affect a child's well-being'.

We carried out an unannounced visit and found that staff to child ratios were compliant with the requirements. There was an effective key person system in place and children were taught about good hygiene routines, such as washing their hands after toileting. The provider had followed correct safeguarding procedures in respect of concerns about a member of staff handling a child roughly. There were effective systems in place to respond to changes in the continued suitability of staff. However, it was found that the

system for recruitment and checking the suitability of new staff is not always rigorous and robust. Additionally, while it was established that medicines are stored safely and records are kept for its administration, there has been an occasion where incorrect medication was administered to a child.

Following our visit, we served a welfare requirements notice on the provider that required them to:

implement effective systems to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable (Suitable people)

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

We also issued a notice to improve that asked the provider to:

ensure that the policy and procedures, for administering medicines, include effective systems for checking the information prescribed on the medicine container before administering the medication to a child (Medicines)

ensure that any concerns and complaints from parents and/or carers are recorded, and include the outcome (Complaints)

We made a monitoring visit to the premises and found that concerns and complaints are recorded and policy for the administration of medicines had been amended to make the process more robust. There was an improved range of suitability checks completed for staff. However, details of discussion and assessment of suitability is not always recorded and information on disqualification is not included in vetting records.

Following our visit, we served a welfare requirements notice on the provider that required them to:

ensure that information is recorded about vetting processes, including any specific discussions and assessments made about suitability (Suitable people)

ensure that records of vetting processes include information on checks about any disqualification of childcare workers (Suitable people)

We received relevant documentation from the provider, which demonstrated 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