

Complaint about childcare provision

Ref: 2565427/5657178

Date: 21 February 2024

Summary of outcome

Outcome summary:

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 20 February 2024, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 23 February 2024:

- ensure there are suitable hygienic nappy changing facilities for changing any children who are in nappies.

On 19 March 2024, the provider responded to the action set. We found that the provider had improved their nappy changing procedures so that they are hygienic and reduce the risk of cross infection. We are satisfied the provider has met the safeguarding and welfare action raised.

The provider is still 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).