

Complaint about childcare provision

Ref: EY252927/6184796

Date: 3 November 2025

Summary of outcome

On 20 October and 21 October 2025, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 7 November 2025:

- ensure that leaders and staff understand and implement nursery policies and procedures to keep children safe
- ensure that the designated lead responsible for safeguarding has the knowledge and skills required for the role and knows when to report concerns, the agencies to engage with and required timescales
- provide appropriate and effective training for staff to meet the safety, health and development needs of all children in their care
- update staff's first aid knowledge so that appropriate responses are promptly given in a medical emergency
- ensure that staff are deployed to ensure a consistent approach and manage children's safety, with particular regard to mealtime routines
- ensure that an accurate record for the administration of medication is maintained, including the dose and the exact time it was given
- ensure that staff involved in the preparing and handling of food are clear about the procedures to be followed to minimise the risk of children's dietary requirements not being met
- ensure that leaders and staff implement robust risk assessments that closely consider all aspects of potential harm to children
- ensure that required records are accurately maintained so that information can be shared with parents or relevant professionals.

On 6 November 2025, the provider responded to the actions set.

On 10 November 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the welfare actions raised.

We found that the staff team have attended safeguarding training which has helped to improve their knowledge and understanding of their roles and responsibilities. Staff are now clear of procedures to follow if there are concerns about a child's health and welfare and leaders are aware of their reporting responsibilities to the local safeguarding partners. The provider has ensured that all staff have refreshed their food safety training and first aid knowledge and understand the procedures to follow in the event of a medical emergency. Mealtime routines, including the preparing and handling of food as well as staff deployment have been reviewed and strengthened to ensure children's safety. Steps have been taken to improve the recording of key information, such as incident forms and changes to a child's dietary arrangements which supports good communication about children's welfare with parents.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).