Complaint about childcare provision

EY397684/C258957

Date: 26/10/2015

Summary of complaint

On 1 September 2015, we received a complaint that raised concerns about accidents occurring at the setting which had gone unnoticed by staff, staffing ratio’s in the toddler room and nappy changing arrangements. During an unannounced visit we looked into the information to see whether the setting was meeting the safeguarding and welfare requirements; in particular, the requirements relating to - Accident or injury, Staff to child ratios and Health.

During the visit it was found that the staffing ratio’s were being met throughout the nursery and children were appropriately supervised by staff. The provider confirmed that there had been an occasion when an accident had occurred to a child which went unnoticed by staff. Subsequently, the provider took action by reviewing the accident procedures and staff supervision arrangements to minimise the risk of accidents. The provider also confirmed that there had been an occasion when the nappy changing arrangements had not met the needs of all children. Subsequently, the provider took action by reviewing the nappy changing procedures to ensure that materials required to support children’s individual care needs are readily available. Ofsted are satisfied with the action taken by the provider.

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)