

## **Complaint about childcare provision**

EY363004/C254264

**Date:** 05/11/2015

### **Summary of complaint**

On 10 July 2015 we received a complaint which raised concerns about the systems for reporting accidents and injuries. The concern relates to the Early Years Foundation Stage (EYFS) welfare requirements.

On 09 September 2015 Ofsted conducted an unannounced visit and looked into the concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements, in particular we considered the requirement relating to accident or injury which states: providers must keep a written record of accidents or injuries and first aid treatment. Providers must inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given.

We also looked into the Early Years Foundation Stage welfare requirements relating to: suitable people; staff qualifications, training, support and skills; key person; staff:child ratios; safety and suitability of premises, environment and equipment; risk assessment; special educational needs; information for parents and carers; and complaints.

We also received a concern on 23 June 2015 which alleged that staff were not fully aware of children's specific needs. We wrote to the provider about this concern on 24 June 2015 and asked them to investigate this matter and ensure the outcome of their investigation is available on request.

During the visit we completed observations of practice, scrutinised related documentation, interviewed the provider and manager, and discussed practice with some of the staff team. We found that the provider was not fully compliant with all of the related requirements. Detailed information about children is not consistently obtained to help all children settle into the

nursery with ease; and the complaints log was not readily available.

Following our investigation we issued the provider with a notice to improve which required the provider to:

make sure information about children's individual needs, interests and stage of development is obtained for all children when they start, to help children settle with ease.

keep a written record of any complaints, and their outcome and make sure a record of complaints is made available to Ofsted on request.

The provider has reviewed practice, implemented revised procedures and is compliant with the welfare requirements. 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)