

Complaint about childcare provision

142861/C265403

Date: 19/02/2016

Summary of complaint

On 2 November 2015 we received a complaint that raised concerns about promoting children's good health when dealing with accidents and injuries. We looked into these concerns to see whether the setting was meeting the regulatory requirements for safeguarding and promoting the children's welfare. In particular, these include a requirement that states that: The provider must promote the good health of children attending the setting. They must take appropriate action if children are ill.

We carried out an unannounced visit and found that the provider had appropriate procedures in place for managing accidents and injuries. There are always staff present who hold a current first aid certificate and records are kept of any injuries sustained by the children. The provider had recently responded quickly when a child became ill, ensuring the child received prompt medical attention. However, they did not promptly share all relevant information with health professionals. Following this incident, the provider reviewed procedures for dealing with serious accidents, injuries and illnesses and identified ways to further improve communication between themselves and other professionals. We are satisfied with the action the provider has taken. 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)