

Complaint about childcare provision

EY440883/C278372

Date: 15/04/2016

Summary of complaint

On 7 March 2016, we received information that raised concerns about: the supervision of children; procedures for dealing with accidents; partnership with parents; and support for children with special educational needs and/or disabilities.

We do not investigate to prove or disprove a concern but we look into the information we receive to see if the registered provider is meeting the legal requirements.

On 14 March 2016, we carried out an unannounced visit to the nursery. During the visit, we found that the provider has effective systems in place for dealing with accidents. This information is clearly recorded in the accident records and parents are informed of any injury sustained by their child on the same day. We also found that sufficient staff were qualified to administer first-aid treatment.

Staff were effectively deployed throughout the nursery and they offered good levels of support and supervision to all children. We found that the provider also has suitable systems in place to support children with special educational needs and/or disabilities. They are cared for by qualified staff and some of the nursery sessions include designated one-to-one support.

Although it was not part of the original concern, we found that some records relating to staff qualifications and suitability checks were not easily accessible and available for inspection. Therefore, we issued a notice to improve that requires the registered provider to:

ensure that records relating to staff qualifications and suitability checks are easily accessible and available for inspection.

We 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)