

Complaint about childcare provision

EY465089/C274516

Date: 24/06/2016

Summary of complaint

On 28 January 2016 we received a notification from the Local Area Designated Officer (LADO) to inform us that a multi-agency investigation was taking place due to a serious injury. We needed to check whether the provider is meeting the safeguarding and welfare requirements relating to safeguarding policy, safeguarding practice, child supervision and accident and injury. A multi-agency investigation took place and we liaised with other agencies. The provider set out a safeguarding action plan during the investigation in agreement with the LADO. We do not investigate to prove or disprove information but we use the information to check if the setting is meeting all legal requirements. On 03 February 2016 we conducted an unannounced visit to monitor the effectiveness of settings safeguarding plan. We found that the providers safeguarding plan was implemented appropriately to ensure staff do not work on their own at any time.

On 16 May 2016 we conducted an unannounced visit to the nursery. We found that the provider followed appropriate procedures regarding safeguarding policy and practice. We also found that the provider followed the accident and injury procedures to inform the LADO that a serious unexplained injury had occurred. During the visit we observed relevant documentation and found that ratios and staff deployment were appropriately maintained. We also found that although settling-in procedures were implemented these did not always take into account the individual needs of children. As a result the provider has devised a 'wellbeing policy' so that staff monitor and record children's wellbeing throughout the day and report any concerns to the manager. We also discussed how the provider has implemented her action plans for improvement following the incident. We found that staff have attended in-house safeguarding training and policies and procedures have been reviewed and updated to promote best practice in light of this incident, these include the 'safe practice for lifting and moving

children policy' and the 'transition and setting-in policies'. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted