

Complaint about childcare provision

EY392722/C283695

Date: 07/08/2016

Summary of complaint

On 6 May 2015, we received a complaint that raised concerns about how children's individual dietary and medical needs were met, how staff supervision children and the accuracy of how parents are kept informed and updated about their children.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to:

'Key person'. In particular each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.

'Staff;child ratios'. In particular that staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

'Food and Drink', where children are provided with meals, snacks and drinks, they must be healthy balanced and nutritious. Before a child is admitted to the setting the provider must obtain information about any child's special dietary requirements, preferences and food allergies that the child has, and any special health requirements.

'Accident or injury', in particular that providers must ensure there is a first aid box accessible at all times with appropriate content for use with children, Providers must keep a written record of accident 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 reasonable

practicable of any first aid treatment given.

'Risk assessments'. In particular, these include requirements states that 'providers must ensure that they take all reasonable steps to ensure children in their care are not exposed to risks and must be able to demonstrate how they are managing risks. Providers must determine where it is helpful to make some written risk assessments in relations to specific issues, to inform staff of practice and to demonstrate how they are managing risks if asked by parents and/or carers or inspectors. Risk assessments should identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised'.

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

We carried out an unannounced visit to the premises and found that the provider had effective practices in place to meet children's dietary needs and risk assessments were robust. We found that the provider had failed to maintain clear records in relation to accidents/injuries to children and the administration of medications to children.

Following our investigation, we issued a notice of action to improve which asks the provider to:

- Improve the recording of medication administration to show clearly where written permission for the particular medicine, whether prescribed or not, has been given by a parent/carer
- Ensure an accurate written record of accidents and injuries is maintained and that parents are of informed of such accidents/incidents on the same day or as soon as reasonably practicable and of any first aid given.

We will monitor the provider to ensure that they meet the action.

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