

Complaint about childcare provision

EY484981/C294536

Date: 18/10/2016

Summary of complaint

On 12 September 2016 we received information that raised concerns about the management of accidents to children. It was alleged that parents are not given clear and detailed information following an accident, and that ratios are not met. It was also alleged that children's individual dietary requirements are not followed, and that when parents raise concerns they are not taken seriously.

At an unannounced visit we looked into this concern to see whether the setting was meeting the Early Years Foundation Stage requirements relating to Staff qualifications, training, support and skills, Key person, Staff: child ratios, Food and drink, Accident or injury, Safety, Premises, Risk assessment, Information about the child, Complaints and Information about the provider.

We undertook an unannounced visit to the premises on 13 September 2016. We spoke to the operations director who was on site undertaking an internal investigation. We were told that parents were given clear and detailed information following an accident, and records showed that ratios are met. Procedures in place showed that children's individual dietary requirements are followed, and the provider had improved feedback to parents regarding the food provided for their child. Following the visit we decided to take no further action. On 13 September 2016 we received a further email from the instigator with more detail regarding the initial concerns. We spoke to the instigator on 22 September 2016 and we decided to revisit the setting to clarify some information. We found that the provider has followed the complaints procedure and undertaken a full investigation. Consequently, feedback to parents regarding dietary needs has been improved. We found that accident recording could be improved by ensuring there is sufficient detail regards times of events and exact location of accidents, and information provided to parents and their responses.

Although it was not part of the original concerns, we also found that not all adults working at the premises sign in.

Following our visit, we sent the provider a notice to improve that required them to:

3.50 ensure written record of accidents or injuries is sufficiently detailed

3.68 improve the safe and efficient management of the setting to help ensure the needs of all children are met, by ensuring there is a record of all adults working on the premises

The provider took the required action to comply with the notice of action to improve.

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