

Complaint about childcare provision

511373/C297202

Date: 05/11/2016

Summary of complaint

On 10 October 2016 we received a complaint that raised concerns about managing accidents and injuries, risk assessment, the safety of the premises and responding to complaints. We looked into these concerns to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular, these include requirements that state:

Providers must keep a written record of accidents or injuries and first aid treatment.

Registered providers must notify Ofsted of any serious accident, illness or injury to any child while in their care, and of the action taken.

At least one person who has a current paediatric first aid certificate must be on the premises and available at all times when children are present.

Providers should take into account the number of children, staff and layout of premises to ensure that a paediatric first aider is able to respond to emergencies quickly.

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We carried out an unannounced visit and found that the provider ensures there are sufficient staff qualified in paediatric first aid to respond promptly in the event of an injury or accident. Staff seek professional medical assistance when necessary and keep clear records of the action they take, which are shared with parents. However, the provider failed to notify Ofsted of a serious injury to a child in their care.

There are comprehensive procedures in place to assess risks within the setting, both indoors and outdoors. Staff carry out daily checks in the garden and are vigilant throughout the day to maintain the safety of this area. However, during the visit we found that staff had not followed their procedure for securing one of the doors into an area used by children. This was addressed promptly by the manager during the visit.

The provider keeps a log of complaints and how they are investigated. However, she does not ensure that complainants are kept informed of the outcome of any investigations within 28 days of receiving the complaint.

Following our investigation, we sent the provider a letter reminding her of the requirement to notify Ofsted of serious injuries to children while in her care. We also sent her a notice to improve that asked her to: ensure that written complaints are investigated and the complainant is informed of the outcome of the investigation within 28 days of receiving the complaint.

The provider confirmed in writing that the complaints policy has been reviewed and updated to ensure compliance with requirements. In addition, the accident recording forms have been amended to include information regarding the need to notify Ofsted of serious injuries. We are satisfied with the actions 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 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