

## **Complaint about childcare provision**

EY491553/C299277

**Date:** 22/12/2016

### **Summary of complaint**

On 7 November 2016 we received information that raised concerns about the provider's ability to promote the good health of children. At the inspection the inspector looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Health: in particular the requirements that providers must promote the good health of children attending the settings and must have and implement a policy and procedures for administering medicines. It must include systems for obtaining information about children's needs for medicines, and for keeping this information up-to-date; and medicine (both prescription and non-prescription) must only be administered to a child where written permission for that particular medicine has been obtained from children's parents and/or carers. We also looked at how the provider manages staff training and skills, first-aid qualifications and complaints. It was found that a recent incident occurred when staff failed to obtain written parental permission to administer medication to a child. They accepted the parent's verbal directions and the medication was administered on the first day. The following day, written parental permission had still not been obtained by staff which resulted in the medication not being given to the child. Staff did not take action to contact the parent to inform of this decision. The provider responded to concerns raised by the parent in regard to this. Staff have now been retrained in rigorously implementing the nursery policies and procedures for medication. In addition, the provider has implemented a system where only senior staff obtain information about children's needs for medicines and ensure written permission is obtained from parents before any medication is administered. The provider meets the requirements for ensuring that sufficient staff hold valid first-aid certificates.

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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)