

Complaint about childcare provision

EY422664/C298972

Date: 12/01/2017

Summary of complaint

On 01 November 2016, we received a notification from the provider about an accident that occurred, that raised concerns about the deployment of staff within the setting, managing children's behaviour, first aid and accident recording and risk assessment.

We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Staff:child ratios', 'Accident or injury' and 'Risk assessment'.

We carried out an unannounced visit to the provider to discuss the incident and consider the detailed information that they provided. As a result of our visit we found that although suitably staffed and within ratios, no member of staff saw the accident happen. Insufficient details were recorded in the accident book, which did not provide a clear account of what happened and how it was dealt with.

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

- 3.28 ensure staff are suitably deployed to meet children's needs.
- 3.50- ensure you keep written records of accidents or injuries. This particularly refers to recording a clear, detailed and factual account of what has happened and any treatment given.

The provider has taken suitable action to meet the notice. Full discussions have been held with staff about deployment, which will be regularly reviewed. Designated staff will be named for activities and senior staff are to be assigned responsibility for monitoring deployment. New documentation has been purchased for accident recording and all staff will be fully briefed on how to complete the accident forms, and the details to be included.

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