

## **Complaint about childcare provision**

136120/C296715

**Date:** 13/01/2017

### **Summary of complaint**

On 5 October 2016, we received a complaint that a child went to hospital, following an accident at the nursery. The provider informed Ofsted of the incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any serious accident.

We needed to investigate to see if the provider was meeting the welfare requirements with particular reference to; staff:child ratios, accident or injury, key person, safety, premises and risk assessment.

We visited the nursery and found that a child had broken a bone. The staff did not recognise a bone was broken and did not witness how the child sustained this injury. We found that there were enough suitably qualified staff working directly with the children both inside and in the outside area. However, these staff were not deployed effectively to ensure children were adequately supervised. Accident records were completed and suitable risk assessments were in place. Since the incident, the provider arranged for an external company to carry out an independent investigation. To improve practice further, the provider has ensured that all staff are first aid trained with an additional focus on identifying fractures in young children. Staff have also attended a refresher training course on effective staff deployment.

We are satisfied with the action taken and 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)