

Complaint about childcare provision

EY373011/C305095

Date: 18/02/2017

Summary of complaint

Ofsted received concerns on 23 January 2017, regarding the first aid treatment provided to a child following an accident. Also deployment of students and how a complaint from a parent had been responded to.

Relevant requirements: Safeguarding practice. Qualifications. Training, Support and Skills. First Aid. Key persons. Ratios. Child Supervision. Staff deployment. Accident or injury. General information and record matters. Information about the child. Information for parents and carers. Complaints.

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We visited the setting unannounced on 1 February 2017. We found that students were effectively deployed. However it was also identified that the qualified first aid member of staff had not initiated first aid treatment following a child sustaining an injury. Accident records had not been appropriately documented and complaints by parents had not been documented in the complainants' record.

We sent the provider a notice of action to improve that asks them to: ensure that a written record of accidents or injuries and first aid treatment is accurately documented. This should also include information about a possible head injury. (Accident or injury 3.50)

ensure that the person who holds a current paediatric first aid certificate is available at all times when children are present. Also ensure that a paediatric first aider is available and that that person applies the relevant first aid treatment when a child sustains an injury. (Staff qualifications, training, support and skills 3.25) and

ensure a written record of concerns and complaints from parents and/or carers, is maintained. This must include the details of the complaint, and the outcome. The record of complaints must be made available to Ofsted. (Complaints 3.74)

The provider responded to the notice to improve in that they now documents accidents and treatment given accurately. Additional staff have obtained a paediatric first aid qualification ensuring a qualified first aid person is able to treat any accidents appropriately. All complaints received are now available on the complaints log which includes details of the concerns, action taken and the outcome of the complaint.

We are satisfied that the provider has taken prompt and effective action and remains suitable to be 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