

## **Complaint about childcare provision**

EY354409/C307196

**Date:** 06/03/2017

### **Summary of complaint**

On 15 February 2017, we received a complaint that raised concerns about the accident and injury procedures followed, after a child suffered significant injuries. On 16 February 2017 and on 17 February 2017, the provider notified us of injuries to a child in the setting. The notification means that the provider met their legal responsibility as set out in the early years foundation stage safeguarding and welfare requirements to notify Ofsted of any serious accident, illness or injury to, any child while in their care, and of the action taken.

At an unannounced visit we looked into this concern to see whether the setting was meeting the safeguarding and welfare requirements of the early years foundation stage. In particular, these include requirements that state: staffing arrangements must meet the needs of all children and ensure their safety; providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met; providers must keep a written record of accidents or injuries and first aid treatment; providers must inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given; providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises; providers must comply with requirements of health and safety legislation; the premises and equipment must be organised in a way that meets the needs of children; and 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.

We found that staff did not act in an appropriate manner when a child received a significant injury. Appropriate emergency medical assistance was

not sought and parents were not contacted to inform them of the injury. The provider has since taken steps to improve practice by:

- updating risk assessments
- improving health and safety checks in all rooms
- re-organising the rooms to ensure there are no trip hazards
- improving the procedures for the arrival and departure of children
- improving the lunch time procedures
- re-enforcing supervision during lunchtimes
- improving the procedures for recording accidents and dealing with injuries
- implementing procedures for reporting all head and facial injuries to the parents immediately.

We were satisfied with the action taken by the provider. As a result, no further action was required. 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)