

## **Complaint about childcare provision**

EY239643/C307960

**Date:** 11/03/2017

### **Summary of complaint**

On 24 February we received a complaint that raised concerns about the way in which accidents and injuries were dealt with, how first aid was provided, the key-person system, child supervision and risk assessments. At an unannounced inspection we looked into these concerns to see whether the setting was meeting the safeguarding and promoting children's welfare requirements. In particular the requirements relating to accidents and injuries, first aid, key persons, child supervision and risk assessment. On arrival we found that first-aid treatment is not given swiftly when children have an accident and the reporting and recording of accidents is not accurate to be able to share with parents. We found that the requirement for staff having first-aid qualifications was being met. We found that child supervision was not consistently undertaken, enabling a child to be unaccompanied for a short time, in a walkway area between rooms, before staff noticed. We found that the key-person system is not effective in engaging parents in their children's learning and development or used effectively to tailor children's individual needs and interests, enabling staff to plan challenging and enjoyable activities. We found that the nursery have many risk assessments in place, including an opening and closing checklist to ensure that the environment is suitable for children to be cared in. Following our inspection, we sent the provider a notice to improve that asked them to:

- provide appropriate first-aid treatment in the event of any accidents or injuries to children;
- ensure that details of all accidents, injuries and the first-aid treatment given are recorded promptly and accurately and that parents and/or carers are informed of any accident or injury sustained by the child as soon as reasonably possible;
- ensure that children are adequately supervised at all times;
- ensure that the key-person system is effective in meeting children's individual

needs and engaging parents in their children's learning and development so that parents know what their children are learning and how they can help them improve.

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)