

Complaint about childcare provision

511406/C311279

Date: 10/05/2017

Summary of complaint

On 30 March 2017, we received a notification from the provider that a child had been given the wrong prescribed medication.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Health'. In particular, providers must have and implement a policy, and procedures, for administering medicines.

We carried out an unannounced visit to the premises and found that the manager was alerted within a short time of the incident happening. A suitable, comprehensive medication policy and procedures were in place, but had not been correctly followed. Internal procedures were completed immediately in relation to seeking GP advice and liaising with parents regarding the incorrect administration of medication. The manager implemented a strict procedure for administering any medication to children in the interim, and staff were informed of the new procedures. A formal investigation has been completed, resulting in disciplinary action being taken to address the failure in the administration of medication procedures.

We are satisfied that the provider took satisfactory action following the incident to address the issues. We took no further action.

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