

Complaint about childcare provision

EY477426/C316022

Date: 08/06/2017

Summary of complaint

On 30 May 2017, we received a complaint that raised concerns about the care provided to children when they have an accident and sustain an injury, as well as concerns about the number of children being cared for at any one time. Concerns were also raised about record keeping. We needed to look into these concerns to check that the provider was meeting requirements of the early years foundation stage; in particular, the requirements relating to accident or injury; first aid; ratios; child supervision; risk assessment and information about the provider.

On 2 June 2017, we carried out an unannounced visit to the setting. We found that children were adequately supervised, the majority of staff are trained in first aid and accidents are recorded. However, parents are not always informed about accidents their children have had, staff do not record details of any injuries sustained or clearly detail what treatment was given, to help to safeguard children's welfare. We also found that ratios are not being maintained in line with requirements because the provider has misunderstood them, meaning that too many children have been cared for on some occasions. Although some risk assessment is carried out, this is not robust and means that children have been exposed to hazards in the garden. In addition, staff are not always well deployed in the garden to ensure children are kept safe and to minimise accidents. We found that a register of attendance is being maintained and the provider has just changed to using a new computerised register to enable her to monitor ratios and attendance more clearly.

Although not related to the original concerns, we found that the premises was unclean and not being maintained hygienically to protect children's health.

Following our visit, we served a welfare requirements notice on the provider that required them to:

ensure that required ratios are maintained and that staff are well deployed, particularly outdoors, to meet children's needs at all times;
ensure that a written record of accidents or injuries is maintained, which includes details of the injuries sustained, and make certain that parents and/or carers are informed on the same day, or as soon as reasonably practicable of any first aid treatment given;
ensure that the premises and equipment are clean, safe, fit for purpose and suitable for the age of children cared for;
take all reasonable steps to ensure children are not exposed to risks, particularly outdoors, and demonstrate how these risks are being managed.
It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

On 16 June 2016, we carried out a further unannounced visit to the setting to monitor compliance with this notice. We found the nursery and garden were much cleaner and safer. New systems have been implemented to make sure the nursery is being maintained in a safe and clean way to protect children's welfare. The provider has taken action to make sure she does not exceed the permitted number of children and that staff are deployed appropriately to meet children's needs. 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