

Complaint about childcare provision

EY452032/C313931

Date: 21/06/2017

Summary of complaint

On 5 May 2017, we received a concern relating to a serious accident, which had occurred on the premises. On the 10 May 2017, we also received a notification from the provider about this significant event. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements (EYFS). The concerns raised issues that relate to safeguarding procedures, in particular the procedures that must be followed in the event of a serious accident.

We conducted an unannounced visit on 7 June 2017. During the visit we spoke to the management and staff. We observed practice and we checked documentation. We found that management had failed to follow the correct procedures in respect of notifying other agencies of the accident. However, they have since reviewed their safeguarding procedures to ensure that all staff are aware of the correct procedures to follow, in the event of a serious accident.

Although not part of the original concern we found that medication is not stored in a suitable place. As a result, staff are not always sure where emergency medication is kept and some medication is accessible to children. We also found that prior written consent had not been obtained for emergency medication should it need to be administered. Consequently, the provider is not meeting the requirements of the early years foundation stage and this impacts on the Childcare Register requirements.

Following the visit we issued a welfare requirement notice that asked the provider to:

implement an effective policy, and procedures, for administering medicines, include systems for obtaining information about a child's needs for medicines,

and for keeping this information up-to-date; ensure prior written consent is obtained from parents before any medication is administered;

take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed; specifically with regard to the hazards in the areas accessed by the children and storage of medication.

We also issued a notice to improve that asked the provider to:

take all necessary measures to minimise any risks to the health or safety of the children and staff in their care (compulsory part of the Childcare Register);

maintain a record of any medication administered to any child that is cared for on the premises, include the date, circumstances and who administered it, together with a record of the parent/carer's consent (compulsory part of the Childcare Register).

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 22 June 2017, we conducted a further unannounced visit. We were satisfied with the action taken by the provider in order to meet the legal requirements.

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