

## **Complaint about childcare provision**

EY493744/C319384

**Date:** 05/08/2017

### **Summary of complaint**

On 4 July 2017, we received information that raised concerns about the management of accidents and injuries to children, key-person systems, staffing ratios, child supervision, medicine procedures, children's safety, risk assessments and complaints procedures. At an inspection, we looked into these concerns to see whether the provider was meeting the requirements for safeguarding children and promoting their welfare. In particular, we looked at the requirements for accident or injury, key persons, ratios, child supervision, medicine, safety, risk assessment and complaints. We found that staff are not deployed to ensure that children are always supervised during play. We observed that, at times, children have accidents and injuries that staff are not aware of how they happen. Additionally, we found that staff do not record accurate information on accident forms that are shared with parents. We found that ratios and the key-person system are suitably managed. We also found that medication and care plans are managed well. The safety of the premises, including risk assessments are appropriate. We found through discussions with parents and staff that the complaints policy is in place and understood by them. Following our inspection, we sent the provider a notice to improve that asked them to: ensure that children are adequately supervised at all times to keep them safe; deploy staff to ensure that children's needs are met; and keep records of accidents or injuries and first-aid treatment given to children and provide parents with this information. The provider remains registered with Ofsted. COMPLAINT

### **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)