

Complaint about childcare provision

EY461756/C310806

Date: 11/08/2017

Summary of complaint

On 27 March 2017 we received a notification from the provider informing us that a child had an accident at the setting which resulted in an injury. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and the action taken. We needed to check whether the provider is meeting the safeguarding and welfare requirements relating to: accident or injury, first aid, ratios, child supervision, staff deployment, safety, risk assessment and general suitable people matters.

On 5 April 2017 we conducted an unannounced visit to the setting. We discussed the circumstances around the accident and observed the premises and relevant documents. We found that staff hold first aid qualifications and followed appropriate accident procedures. We also found that appropriate staff deployment and ratios were in place. We found that the risk assessment regarding the use of the soft play areas and policies regarding physical play have been updated and changes have been made to some equipment. We also found that the provider followed safeguarding procedures regarding one staff's failure to implement child supervision procedures. We also liaised with other agencies and found that the provider has taken appropriate action as a result of this accident to ensure staff are suitable.

We are satisfied with the action taken by the provider. 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