

Complaint about childcare provision

256785/C317918

Date: 25/08/2017

Summary of complaint

On 20 June 2017, we received a complaint that raised concerns that the required adult to child ratios were not being met, that staff were not appropriately qualified and some were left with children without having the appropriate DBS checks. That staff were not receiving regular supervision, that the needs of the children were not being met and that staff did not take a break away from the children. Concerns were also raised that the correct procedures were not followed when staff had to seek medical attention for an injury to a child.

We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'suitable people; staff qualifications, training, support and skill; staff:child ratios; accident or injury and risk assessments.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the setting. We found that on one occasion a child who had injured their lip was taken to hospital in a staff member's car. This action had not been appropriately risk assessed to ensure that staff and children were protected. In addition to this the staff member at the time of the incident did not have a valid paediatric first aid qualification or appropriate insurance for their vehicle to allow them to use it as part of their work.

Since the unannounced visit, the management team have reviewed the procedures for staff to follow when dealing with accidents which require medical attention. They have also implemented a rule that no nursery child

will be transported in a staff member's vehicle.

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