

Complaint about childcare provision

EY492250/C314402

Date: 14/09/2017

Summary of complaint

On 10 May 2017 we received information that raised concerns about how staff deal with accidents and injuries that children sustain and how they share this information with parents. We do not investigate to prove or disprove a complaint. We looked into this concern to see whether the provider was meeting the requirements of the early years foundation stage relating to accident and injury. In particular, the requirements that state: providers must keep a written record of accidents or injuries and first aid treatment and providers must inform parents and/or carers of any accident or injury sustained by the child on the same day as, or as soon as reasonably practicable after, and of any first aid treatment given.

On 31 May 2017 we carried out an unannounced visit. We found that staff were deployed well around the nursery and that children were playing safely and supervised in their play. We found a number of staff who hold current paediatric first aid certificates are on the premises and available at all times when children are present. The provider acknowledged that a child had received a minor injury and that staff had not administered first aid, completed an accident form or informed parents. We found that the provider had completed an internal investigation into this injury. Following their investigations the provider made some changes to staff roles and responsibilities and they updated staff's knowledge of the accident and injury policy. Following our visit, we sent the provider a notice to improve that asked them to:

ensure a written record is kept for all accidents or injuries and first aid treatment given and inform all parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable

ensure all staff are able to assess accidents and injuries, so that children

receive any first aid treatment needed in a timely manner.

Following our visit, on 5 June 2017 we received concerns regarding data protection issues. We do not investigate to prove or disprove a complaint. We looked into this concern to see whether the provider was meeting the requirements of the early years foundation stage relating to information and records. In particular, the requirements that state: providers must be aware of their responsibilities under the Data Protection Act (DPA) 1998 and where relevant the Freedom of Information Act 2000. We discussed the concerns with the provider and we found that they are completing an investigation into the matter. We found that they are working closely with computer specialist to ensure all emails are sent securely in the future. The provider is keeping parents informed of the outcome of their investigation.

We are satisfied with the provider's response. 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