

Complaint about childcare provision

EY408017/C326642

Date: 18/10/2017

Summary of complaint

On 22 September 2017, we received information that indicated a child had not been given required medication and that sleeping children had been found with food in their mouths. We needed to check that the provider was meeting the early years foundation stage safeguarding and welfare requirements. In particular, the requirements that relate to child supervision, medicine, safety and risk assessment.

We carried out an unannounced visit. We found that there had been an incident where staff had failed to administer required medication to a child and the child's carer had not been swiftly notified. The setting had carried out an investigation, held meetings with the child's carer and took appropriate action to address the weaknesses they identified. We found no concerns in relation to food or sleeping children.

Although it was not part of the original concern, we also identified during the visit that although there were a sufficient number of staff present, they were not effectively deployed to ensure ratios were met in all rooms. As a result, we sent the provider a notice to improve asking them to

ensure staff are deployed effectively to meet staff:child ratios.

Appropriate action was taken to meet the action. The provider refreshed knowledge of senior staff to ensure they understood ratio and deployment 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