

Complaint about childcare provision

EY410379/C327370

Date: 14/11/2017

Summary of complaint

On 29 September 2017, we received a notification from the provider informing us of an incident which resulted in more than one child sustaining an injury. This notification means that the provider met their legal responsibility to notify Ofsted of significant events.

We looked into the reported incident to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements with a particular regard to: medicines, staff:child ratio, accident or injury, safety and risk assessment.

On 9 November 2017, we conducted an announced visit. We spoke to the provider, members of management and staff, observed practice and viewed documentation.

We found that medication records were incomplete and that accidents were not recorded and shared with parents within appropriate timescales. We also found that staff deployment was not effective in ensuring children were appropriately supervised at all times. We did not have any concerns relating to safety or risk assessment.

As a result, we issued a notice to improve that asked the provider to:

deploy staff effectively to ensure children are supervised appropriately and their individual needs are met;

strengthen procedures to ensure all accidents and injuries sustained at the setting are recorded and reported to parents on the same day that the accident or injury occurred or as soon as reasonably practicable;

improve medication recording procedures to ensure all medication administered to children is fully recorded and shared with parents.

We are satisfied with the action taken by the provider and we shall be taking no further action. 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