

Complaint about childcare provision

EY467308/C329359

Date: 20/12/2017

Summary of complaint

On 18 October 2017, the provider notified Ofsted that a child had been involved in a serious incident, requiring hospital treatment. 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, or injury to any child while in their care, and of the action taken.

We liaised with other agencies and on 20 October 2017, we discussed this information with the provider who shared details of their internal investigation. The investigation into this incident concluded that staff had failed to follow appropriate procedures in dealing with an identified risk and had failed to follow the organisations safeguarding procedures.

We continued to liaise with the provider and on 8 December 2017, we conducted an unannounced visit to the setting, to see whether the provider was meeting the early years foundation stage requirements, in particular the requirements relating to safeguarding practice and procedure; risk assessment; accident procedures; safety of the premises and equipment and how staff manage children's individual needs and share information with parents.

We found that the provider has made the necessary improvements to comply with the requirements for registration. The provider has taken action to review risk assessments. Staff were observed to engage positively with the children and they were deployed effectively to meet their needs. We found that staff are confident about the procedures they must follow for managing risks. In addition, policies and procedures reflect the action that staff must take in the event of an accident. We found that staff record accidents appropriately and details are shared with parents in a timely manner. We found that the provider has appropriate safeguarding policies and procedures

in place including what action to take when allegations are made against staff. However, we found that not all staff have a clear understanding of the safeguarding procedures that must be followed where there are concerns about the welfare of a child. This included concerns about staff's understanding of incidents that must be notified to the Local Authority Designated Officer (LADO).

Following our visit, we sent the provider a notice to improve that asked them to –

ensure all staff are trained to understand the safeguarding policy and procedure and have an up to date knowledge of safeguarding issues.

Ofsted will monitor 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