

Complaint about childcare provision

EY392290/C327022

Date: 02/02/2018

Summary of complaint

On 26 September 2017 the provider notified us that a child had an accident and sustained a leg injury which required medical treatment. The notification means the provider met the Early Years Foundation Stage welfare requirement regarding accidents. This states registered providers must notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident occurring. A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. On 27 September 2017 we also received information relating to staff suitability.

On 18 October 2017 Ofsted conducted an unannounced visit and looked into this concern to see whether the setting was meeting early years foundation stage welfare requirements. In particular we considered the requirement relating to accident or injury which states: Providers must ensure there is a first aid box accessible at all times with appropriate content for use with children. Providers must keep a written record of accidents or injuries and first aid treatment. 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.

We also looked into the early years foundation stage welfare requirements relating to: child protection; suitable people; staff qualifications, training, support and skills; key person; staff:child ratios; risk assessment; outings; information and records.

During the visit we found that accidents are dealt with appropriately, and there are suitable systems in place for checking staff suitability. We also found that although the staff to child ratio is maintained the deployment of

staff does not ensure that there are always 50% qualified staff in all rooms. We also found that the arrangement for staff supervision is not consistent and the key person system is not always implemented.

Following our investigation we issued the provider with a notice to improve, which required the provider to:

ensure effective staff supervision arrangements are in place which provides support, coaching and training for the practitioner and promotes the interests of children;

improve the key person system and ensure that it always creates a settled relationship for the child and builds an effective relationship with the child's parents;

deploy staff effectively to ensure the required qualified staffing ratio is always met.

The provider has taken satisfactory steps to comply with the notice to improve. 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