

Complaint about childcare provision

101805/C334939

Date: 14/04/2018

Summary of complaint

On 19 December 2017, we received a complaint that raised concerns about how this setting was meeting the requirements of the early years foundation stage, including child ratios and supervision; staff deployment, training and qualifications; safeguarding; risk assessments; accidents and medication; food and drink; parent partnerships; and changes that must be notified to Ofsted. We conducted an unannounced inspection to gather information about how well the manager and staff implemented the requirements of the early years foundation stage to ensure the health, safety and well-being of the children in their care. The manager and staff understand and implement statutory requirements well and have good procedures in place to maintain the health and safety and well-being of children. However, on one occasion there was a breach to requirements in terms of notifications to Ofsted. A child was able to access an antibacterial spray container in the toddler bathrooms, which had not been stored out of reach, as stipulated in the setting's policy and procedure guidance. They sprayed some of the contents in their eyes. The manager and staff took appropriate action to seek medical treatment and keep parents informed. The manager implemented training for staff, reviewed risk assessments, and policies and procedures, and these were adopted by the whole company. However, the provider did not recognise the need to notify Ofsted. Since this incident, the provider has taken action to strengthen procedures to ensure that Ofsted is notified of all relevant incidents. We are satisfied with the action taken by the setting. The provider remains registered with Ofsted. complaint

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