

Complaint about childcare provision

Ref: EY490033/3754367

Date: 13 September 2018

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 31 July 2018, the provider notified us of two incidents that occurred in the nursery. 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 significant incident. We have discussed the information with the provider and as result have issued a Notice of action to improve. This is a notice that requires the provider to take the actions below within the timescales set out.

Action

3.46 Keep a written record each time a medicine is administered to a child and inform the child's parents on the same day. 27/08/2018

3.76 Keep a daily record of the names of all children being cared for on the premises and their hours of attendance. 27/08/2018

3.68 Ensure that information is shared with parents to ensure the safe efficient management of the setting and help ensure the needs of all children are met. 27/08/2018

The provider will be able to give parents further information about this.

The provider took suitable actions to meet the notice.

The provider is still 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).