

Complaint about childcare provision

Ref: EY461893/4116778

Date: 21 January 2019

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 20 December 2018, the childminder notified us of a serious accident involving a child in their care. 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 serious accidents and/or injuries. However, on the 2 January 2019 we received information that raised concerns about the same event. We made a visit to the provider and looked at the concerns to see whether they were meeting the requirements specifically relating to Accident and injury; Child supervision; Behaviour management; Risk assessment; Complaints; Information for parents and/or carers and Changes to be notified to Ofsted, particularly in relation to serious accident and/or injuries. We served a Welfare Requirements Notice. This is a legal notice that required the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed

ensure that adults working with children are responsive to children's emerging care needs so that every child's care is tailored to meet their individual needs by 04/02/2019

ensure that adults working with children are effectively deployed, particularly during routines, such as nappy changing and sleep time so that all children are adequately supervised at all times by 04/02/2019

review the arrangements for risk assessment and take all reasonable steps to reduce children's exposure to different types of risk, including slips, trips and falls within the home by 04/02/2019

keep clear medication records, including written permission from the child's parent and a detailed account of what exactly has been given each time any medication is administered by 04/02/2019

We visited the provider to monitor their response on 5 February 2019. We were satisfied with the action taken by the provider to address the actions raised. Therefore, no further action is required. 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](#).