

Complaint about childcare provision

Ref: EY482339/4082571

Date: 22 March 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 15 November 2018 we received concerns that this provider was not meeting some of these requirements.

We spoke with the manager and reviewed relevant documentation. There had been a breach of the requirements of early years foundation stage in relation to medicines which states that providers must have and implement a policy, and procedures, for administering medicines. There had also been a breach of the requirements in relation to information and records which states that providers must maintain records and share information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met. Providers must enable a regular two-way flow of information with parents and carers.

The provider took action following the complaint. The provider has re issued the medicine policy to senior members of staff. Senior staff are checking the completed medication forms which are to be kept up to date and contain factual information. With regard to communication the provider identified that at all queries are followed up quickly to ensure that accurate communication is available.

We are satisfied with the action taken by the provider to meet the requirements of the Statutory framework for the early years foundation stage.

The provider will be able to give parents further information about this. 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](#).