

Complaint about childcare provision

Ref: EY454822/4251240

Date: 14 June 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 8 June and 10 June 2019 we received concerns that the provider was not meeting some of these requirements. We served a welfare requirements notice. This is a legal notice that requires 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 by 26 June 2019:

ensure the designated lead for safeguarding attends a child protection course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect,

implement an effective safeguarding policy which is in line with the guidance of the Local Safeguarding Children Board: this includes the procedures to follow if a non-mobile baby has an injury,

ensure the member of staff in charge in the baby room has suitable experience of working with children under the age of two years to meet their individual needs,

ensure information that is obtained and shared with parents is accurate and up-to-date to ensure the needs of children are met; this includes details of medicines,

ensure there are effective systems for information sharing between staff so they are in no doubt about what medication should be given to children and when.

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