

Complaint about childcare provision

Ref: 322416/4268196

Date: 9 August 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 3 July 2019, we received concerns that the provider was not meeting some of these requirements.

On 26 July 2019, we visited the nursery and served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

obtain written permission from a child's parent before administering medication and keep an accurate written record each time a medicine is administered by 2 September 2019

ensure action is taken in line with the procedures of the Local Safeguarding Children Board in the event of an allegation being made against a member of staff by 2 September 2019

We are satisfied with the action taken by the provider.

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](#).