

Complaint about childcare provision

Ref: 255146/4346740

Date: 9 October 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 2 October 2019, we received concerns that this provider was not meeting some of these requirements. Concerns raised said the premises were not secure, the provider had not risk assessed equipment accessible to children and that they had breached confidentiality. We carried out an unannounced visit on 7 October 2019, where we found no breaches in relation to the concerns raised. Premises were secure and the inspector could not gain access. No breaches were found in relation to equipment being used or confidentiality. The provider will be able to give parents further information about this. However, although it was not part of the original complaint, the inspector found that there were omissions in recording when medication had been administered. On occasion, there was no reason given.

We issued the provider with a notice of action to improve which requires them to take the following action:

ensure records which are kept for the safe and efficient management of the setting are fully completed, paying particular regard to records for the administration of medicine by 16 October 2019.

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](#).

