

Complaint about childcare provision

Ref: 2548920/4381226

Date: 27 December 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 14 November 2019, we received information that the provider was not meeting the requirements that raised concerns about children's access to medication and the systems for obtaining information about a child's needs for medicines and how they keep such information up-to-date. On 19 November 2019 the provider also notified us of a significant event in relation to a child accessing medication. This notification means the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises.

On 6 December 2019, we carried out a visit. During the visit, we found that the provider had taken prompt and effective action. The action taken was to:

review the risk assessments and the steps to be taken to ensure children are not exposed to risks, including preventing children gaining access to medicines (Risk assessment)

update the relevant forms, policies, and procedures for agreeing and updating information about children's health needs (Health and medicines)

improve training plans for staff (Staff qualifications, training, support and skills).

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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](#).