

Complaint about childcare provision

Ref: 251518/4384111

Date: 2 January 2020

Summary of outcome

On 18 November 2019 we received concerns regarding an accident that had occurred at the setting. Then, on 26 November 2019 the provider notified us of the incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event that may affect the suitability of anyone working with children.

On 28 November 2019 we carried out an unannounced visit to the setting to discuss the incident and the concerns raised. We found that staff did not know the accurate first aid to provide children if they suffer an injury, despite some staff only recently attending their first-aid training. The provider had not ensured that they check the first aid knowledge of staff and managers to ensure they are suitable to fulfil their roles.

We have issued 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.

Action needed:

3.20 Staff qualifications, training, support and skills

ensure staff have a clear understanding of their roles and responsibilities in relation to paediatric first aid and that their knowledge and skills are monitored regularly, including staff who have completed training recently - by 7 January 2020

On 8 January 2020 we made a visit to the setting to monitor the above welfare requirements notice. We found that the provider had taken positive action to address the action. Staff now have a secure understanding of their responsibilities regarding paediatric first aid. 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](#).