

## **Complaint about childcare provision**

Ref: 2564560/4448397

Date: 20 February 2020

### **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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 January 2020 the provider notified us that a child has sustained an injury following an accident at the setting, and concern was raised regarding the accuracy of information shared with parents following the accident. 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 any serious accident to a child.

On 10 February 2020 we also received concerns that this provider was not meeting some of these requirements.

We carried out an unannounced visit to the premises to discuss the notification and concerns. There had been a breach of the early years foundation stage requirements in relation to staff: child ratios; staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Accident or injury; providers must inform parents of any accident sustained by the child on the same day and give appropriate first aid. Risk assessments: providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

The provider confirmed that following the accident the layout of the premises had been altered and staff have completed risk assessment training. Staff have been reminded about being deployed effectively and the provider monitors that this is being done. The provider has spoken with staff regarding her expectations of appropriate first aid treatment being given to children. Staff are also going to attend refresher first aid training.

We are satisfied with the action taken by the provider to meet the requirements.

The provider remains suitable for registration.

### **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](#).