

Complaint about childcare provision

Ref: EY490430/4539182

Date: 4 September 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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 July 2020 we received concerns that this provider was not meeting some of these requirements in relation to working with parents to meet children's dietary and medical needs.

We contacted the nursery and found that there had been a breakdown of communication and the provider had taken prompt and effective action to help to prevent a re-occurrence. The action taken was to:

- improve the communication with parents regarding children's dietary needs and act on the information (Food and drink)
- update the relevant policies and procedures including systems for obtaining information about a child's needs for medicines, and for keeping this information up to date (Medicines)
- implement refresher training and enhance arrangements for the supervision of 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](#).