

Complaint about childcare provision

Ref: EY558627/4575573

Date: 14 October 2020

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 September 2020 we received concerns that this provider was not meeting some of these requirements.

On 8 October 2020, we carried out a regulatory visit and on 9 October 2020 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 23 October 2020

- ensure that staff promote the good health of children and respond appropriately to children who are ill or infectious including administering requested medicines
- ensure that the policy and procedures for administering medicines includes systems for keeping information up to date about a child's need for medicines
- ensure that medicines are only administered when written permission for that particular medicine has been obtained from the child's parent or carer

On 26 October 2020, we carried out a compliance monitoring visit. We found that the provider had improved the systems for managing medicines. There are appropriate procedures in place to gather written permission prior to administering each and every medicine. There is a regular review of the medicines cabinet to ensure that all medicines belong to children who currently attend the nursery. There is an alert system to ensure that medicines are administered when needed.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).