

Complaint about childcare provision

Ref: EY545192/4682560

Date: 1 February 2021

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 11 January 2021, we received concerns that the provider was not meeting some of these requirements. Following this, on 12 January 2021, the provider notified us of the significant concerns received. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of significant events.

On 26 January 2021, we carried out a regulatory visit. We found that there are measures in place to exchange information with parents and/or carers right from the start and that there is a key-person system in place to share daily updates about each child's care and learning. We found that the provider implements a no smoking policy and has suitable procedures to prevent the spread of infection. For example, the provider stores dummies and bedding separately, which helps to promote children's good health. However, we found that the provider was not meeting some other requirements. The provider will be able to give parents further information about this. The provider agreed to make immediate improvements and we issued actions to take.

Actions needed by 16 February 2021:

work together with parents and other professionals as appropriate, to share information to help ensure the needs of each child are understood and met

ensure that all staff understand and implement the nursery procedures for administering medicines, including that medicine must only be given from its original, labelled container, and in accordance with parental request and prescribed dosage

ensure that medication is only administered to a child where written permission for that particular medicine has been obtained from the child's parent and/or carer

keep a written record each time any medication is administered to a child, and inform the

child's parents and/or carers on the same day, or as soon as reasonably practicable

ensure staff follow all relevant safety guidelines when using equipment for the care of babies and take all necessary steps to keep children safe and well

ensure staff in charge of working with children under two have received training that specifically addresses the care of babies and are experienced in working with babies.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider took action to improve partnership working with parents and other professionals, review and improve their operational procedures for medicines, and improve staff training and skills in working with babies.

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](#).