

Complaint about childcare provision

Ref: EY491167/4737222

Date: 10 March 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 8 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 March 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 19 March 2021:

- ensure that every child's care is tailored to meet their individual learning needs and keep them safe
- make sure all staff understand and implement the setting's policies and procedures in relation to accidents or injuries at the setting in order that children receive prompt medical attention when required
- maintain and share records and information about children that are accurate and detailed enough to ensure children are safe and their needs can be met.

We monitored the provider's response to ensure the actions are successfully completed. We found the provider had improved their procedures to collect and share accurate information about children to be able to meet their individual needs and tailor their care. The provider also ensured staff are aware of the procedures for when children sustain injuries, so they receive prompt medical attention they need. 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](#).