

Complaint about childcare provision

Ref: EY392719/4782152

Date: 24 May 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 5 and 6 May 2021, we received a concern that the provider was not meeting some of these requirements.

On 19 May 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. The provider is still registered with Ofsted.

Actions needed by 28 May 2021:

- demonstrate how you will ensure that members of staff carrying out emergency first aid on children have the necessary paediatric first aid qualification.

We will monitor the provider's response to ensure the action is successfully completed.

We found that the provider has taken steps to ensure that only staff with a paediatric first aid qualification manage injuries to children. Staff who are either not first aid trained, or their certificate has expired, have been notified that they are not to administer a cold compress to an injury. In addition, there is a list of qualified first aiders displayed near each first aid box.

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](#).