

## **Complaint about childcare provision**

Ref: 2563260/4760423

Date: 8 June 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 6 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 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.

Actions needed by 28 May 2021:

implement the nursery's own procedures to help ensure that practitioners, and any other person who is likely to have regular contact with children are suitable

ensure that a written record is kept each time medication is administered to a child

ensure the record of children's attendance includes their actual hours of attendance and the names of the key persons who looked after them, to help demonstrate how staff have been effectively deployed to meet the needs of children.

On 7 June 2021, the provider responded to the actions set. The provider told us they had implemented additional checks including, for example, medical suitability and employment eligibility as a part of their recruitment procedures. They had amended their medication recording procedures to help ensure an accurate record of any medicines administered to children is kept. The provider also told us that they had changed their registration procedures to ensure that children's actual hours of attendance are recorded along with details of the persons who looked after them.

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](#).