

Complaint about childcare provision

Ref: 251761/4778071

Date: 10 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', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 April 2021 we received concerns that this provider was not meeting some of these requirements. On 5 May 2021 we carried out an unannounced visit to the setting. We found that the provider was not meeting a number of requirements.

We have issued a Notice of Action to Improve. The provider must take the actions below within the timescales set out.

The provider will be able to give parents further information about this.

Action required by 1 June 2021:

- Ensure procedures and policies to safeguard children are accessible include an explanation of the action to be taken in the event of an allegation being made against a member of staff.
- Ensure all staff understand and know how to follow the nursery's safeguarding policies and procedures, particularly in respect of the action to take if they observe inappropriate behaviour displayed by other members of staff.
- Ensure all newly appointed staff receive effective induction training, which adequately covers safeguarding and child protection, as well as emergency evacuation procedures and health and safety issues.
- Ensure staff, who have contact with children and families, received effective supervision which provides support, coaching and training for the practitioner and promotes the interests of the children. Supervision should foster a culture of mutual support, teamwork and continuous improvement, which encourages confidential discussion of

sensitive issues.

- Ensure at least one person, who has a current paediatric first aid (PFA) certificate is on the premises and available at all times when children are present.
- Ensure that staff follow accident and injury procedures and keep accurate written records of all accidents or injuries sustained to children and any treatment given. Ensure parents/ carers are informed of any accident or injury sustained by the child on the same day, or as soon as is reasonably practicable after.
- Ensure staff, particularly those working with the youngest children, have a secure knowledge and understanding of how to manage young children's behaviour in an appropriate way.
- Ensure all staff have a secure understanding of how to organise and adapt the learning environment in order to meet the needs of all children attending.
- Ensure that there is a written procedure for dealing with complaints and that this information is accessible and available at all times.

We received a written response from the provider on June 2021. The provider demonstrated that they had addressed the actions.

We will monitor continued compliance at the next inspection.

The provider remains 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](#).