

Complaint about childcare provision

Ref: EY250305/4857725

Date: 7 October 2021

Summary of outcome

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 27 July 2021 and 6 August 2021, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate.

We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 August 2021:

- improve staff training in how to recognise when emergency medication is required and how to administer this
- ensure policies and procedures relating to children's dietary and/or medical needs are effective
- take all reasonable steps to promote the good health of children, particularly those with identified allergies and/or medical conditions
- improve leaders' and managers' knowledge and understanding of significant events that must be reported to local child protection agencies and Ofsted
- improve procedures for notifying parents of any accident or injury that has occurred in the setting
- ensure systems for obtaining information about children's dietary and/or medical needs are effective so that staff are well equipped to keep children safe.

We monitored the provider's compliance with the welfare requirements notice on 28 September 2021. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. Systems for the gathering and updating of information about children's

dietary and medical needs have been improved. Training has been offered to staff to improve their knowledge and understanding of the practice. Risk assessments have been reviewed and updated and procedures for the management of allergies at meal times have been improved.

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](#).