

Complaint about childcare provision

Ref: 2645121/5109913

Date: 5 May 2022

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 11 March 2022, the provider notified us of a significant injury to a child. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any serious accident.

On 15 March 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the actions below within the timescales set out..

Actions needed by 31 March 2022:

- ensure that the good health of all children is promoted, including the prompt application of first aid treatment when accidents occur
- ensure all reasonable steps are taken to avoid children being exposed to risks and that staff are aware of relevant hazards and take immediate action to remove these
- review how staff are deployed within rooms and ensure that staffing arrangements meet the needs of all children and ensure their safety
- improve staff awareness of safeguarding issues, including the lead practitioner's responsibility to liaise with and follow LADO procedures where significant injuries occur within the setting

- ensure parents are informed of any accident or injury sustained within the setting, and of any first aid treatment given, as soon as reasonably practicable
- update understanding of notification procedures and ensure notifications to Ofsted and other relevant agencies are made as soon as reasonably practical

On 27 April 2022 we monitored the provider's response to ensure the actions were successfully completed. We found that the provider had risk assessed the premises to ensure there were no hazards to children, staff had improved their understanding of safeguarding, and were aware of their responsibilities. Deployment of staff had improved, and staff were aware of how to support children's good health. Staff had improved their understanding of ensuring parents are informed of any accidents and the provider understood their responsibilities to make notifications to Ofsted.

Additionally, during the regulatory visit on 27 April 2022, we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, on 27 April 2022, we 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 13 May 2022:

- ensure that recruitment of staff is robust and in particular, includes verification of original qualifications, to make sure people looking after children are suitable to fulfil the requirements of their role.

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](#).