

Complaint about childcare provision

Ref: EY345251/5213553

Date: 29 July 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 21 July 2022, we received concerns that the provider was not meeting some of these requirements. On 22 and 29 July 2022, we carried out a regulatory telephone call. 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 12 August 2022:

strengthen staff's understanding of the importance of maintaining a clear record of all accidents or injuries and a full and detailed account of the first aid treatment given

ensure staff have a thorough knowledge and understanding of the emergency first-aid procedures they must follow when dealing with serious accidents and injuries.

On 5 August 2022, the provider responded to the actions set. We found that the provider has reinforced the accident recording procedures with staff to ensure all records of accidents or injuries contain a detailed account of the first aid treatment given. This has been communicated to all staff in the settings logbook and in a staff meeting held 4 August 2022. In addition to this, staff have completed an additional refresher first aid course to help improve their knowledge and understanding of emergency first aid procedures. 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.