

Complaint about childcare provision

Ref: EY369286/5158802

Date: 18 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 13 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 13 July 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 7 September 2022:

- improve procedures to promote the good health of children attending the setting.
Ensuring you gain a full range of information about children's individual medical needs, to precisely identify and manage necessary treatment in a medical emergency
- ensure there are procedures in place to notify Ofsted of any serious incident, in a timely manner
- take action to ensure that records are easily accessible and available for staff who require them, in the event of a medical emergency
- implement the written procedure for complaints when a complaint is made, ensuring it is fully investigated and that there is an outcome of the complaint that can be shared with parents.

On 23 September 2022 we completed a regulatory visit to monitor the actions set. We found that the provider had improved their arrangements for promoting the good health of children. They now demonstrate a good knowledge of the procedures to notify Ofsted of any serious incident in a timely manner. All records have been reorganised and are accessible. The providers complaints procedures have been reviewed and meet

requirements.

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](#).