

Complaint about childcare provision

Ref: EY539289/5280050

Date: 25 November 2022

Summary of outcome

His 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 October 2022 we received concerns that this provider was not meeting some of these requirements.

On 4 November 2022, we carried out a regulatory visit to the provider. We found that the provider was not meeting some of the requirements.

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

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.

Action required by 12 December 2022:

- ensure parents are informed of accidents or injuries sustained by the child on the same day or as soon as reasonably practicable after, and of any first aid delivered.
- take all reasonable steps to ensure staff and children in their care are not exposed to risk and demonstrating how these risks are being managed these risks.
- ensure staffing arrangements meet the needs of all children and always ensure their safety.
- ensure that practice in the nursery accurately reflects published policy; this is specifically in relation to the nursery's sleep policy and promoting positive behaviour policy.

On 19 December 2022, we carried out a visit to the provider and we found that the provider had met the actions set in the welfare requirements notice. We found that the provider had improved how they make sure parents are informed of any accidents and/or first aid administered to their child; they have carried out appropriate risk assessments to assure the

safety of staff and the children in their care; they have reviewed how their staff are deployed so that children's needs are met and amended their policies relating to children sleeping and behaviour management along with refresher training for staff.

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](#).