

Complaint about childcare provision

Ref: 2578200/5416966

Date: 25 April 2023

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 12 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 April 2023, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. In addition, 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 2 May 2023:

- ensure that children are adequately supervised to ensure their needs are met and they stay safe
- ensure there are effective procedures in place for the safe management of medicines and all staff are trained to understand these procedures
- ensure you improve your knowledge and understanding of notifications to Ofsted, in particular with regard to notifications of serious incidents involving children in your care
- ensure all reasonable steps are taken to ensure that children in your care are not exposed to risks, this specifically refers to the safe, storage and management of children's medication
- ensure daily records of the names of the children being cared for on the premises and their hours of attendance, are accurately maintained to ensure their safety.

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](#).