

Complaint about childcare provision

Ref: EY281231/5385767

Date: 31 March 2023

Summary of outcome

On 28 February 2023 the provider notified us that a child had a serious accident while at the nursery and required hospital treatment. 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 a significant event.

On 13 March 2023, we carried out a regulatory telephone call to discuss the serious accident.

On 16 March 2023, we received concerns that this provider was not meeting some of these requirements. On 17 March 2023, we carried out a second regulatory telephone call to discuss the concerns. We found the provider was not meeting some of the requirements and issued a welfare requirements notice. This requires the provider to take action below within the time scales set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed by 6 April 2023:

- ensure that all persons with governance and oversight understand their roles and responsibilities
- ensure all staff including leaders and managers receive effective supervision and ongoing support and coaching to improve their knowledge and understanding of policies and procedures in order to keep children safe
- ensure managers and all staff understand and follow the settings accident and injury policy and adhere to procedures for keeping accurate records, including accidents and incidents
- improve knowledge and understanding of notifications to child protection agencies of serious accidents or injuries, within prescribed timescales
- ensure risk assessments and policies are effective and consistently applied to make

certain that children and staff are not exposed to risks.

On 14 April 2023 we carried out a monitoring visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions set.

The provider responded to the actions set.

We found that the provider had improved their knowledge and understanding of governance and oversight. They have taken action to ensure that all staff benefit from supervision, coaching and support to understand their roles and responsibilities to keep children safe. The provider has improved their record keeping and knowledge of notifications to child protection agencies, including in relation to accidents and incidents, within prescribed timescales. They have reviewed the policies and procedures for risk assessments, to ensure staff and children are not exposed to risks, within the nursery.

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](#).