

Complaint about childcare provision

Ref: EY477661/5439382

Date: 23 June 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 6 June 2023 we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 8 June 2023. 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.

Actions needed by 9 June 2023:

- ensure that appropriate steps are taken to keep children and staff safe and that risks are managed appropriately
- ensure first-aid treatment is given to children who sustain an injury and keep a written record of all accidents or injuries and the first-aid treatment given
- keep a record when any physical intervention is used and ensure that parents are informed on the same day

Actions needed by 23 June 2023:

- ensure that children with special educational needs and/or disabilities (SEND) receive appropriate support to meet their care and learning needs
- provide staff with support and coaching to ensure that they can fulfil their roles and responsibilities

On 14 June 2023 we carried out a regulatory visit to the setting to monitor the actions set out in the first welfare requirement notice. We found that the staff now have procedures to follow if they need to physically intervene to keep children safe and they now record these incidents. Staff now make sure that all children are given first-aid treatment if they require it. Leaders have improved risk assessments. However, staff did not demonstrate a good understanding of risk assessment and we issued another welfare requirement notice on 15 June 2023.

Action needed by 23 June 2023:

- improve staff's understanding of how to identify and minimise risks to children.

On 28 June 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare, raised at their last inspection and subsequent visit. We found that the provider had improved support for staff to ensure that they can fulfil their roles and responsibilities. The provider has worked with staff to make changes to the support for children with SEND and the adjustments made have had a positive impact on children's experiences. All risk assessments have been updated and staff now ensure that children are seated when they are eating.

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.