

Complaint about childcare provision

Ref: EY462893/5515335

Date: 11 September 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 17 August 2023, we received concerns that the provider was not meeting some of these requirements. On 29 August 2023, we carried out a regulatory telephone call. We found that the provider was not meeting one of the requirements and had taken action to put this right. Management has gone through the required protocols with all staff to ensure accident procedures are correctly followed. This includes completing written records and sharing all accidents with parents. The provider will be able to give parents further information about this.

On 25 August 2023, the provider notified us of an incident at the nursery. 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 29 August 2023, we carried out a regulatory telephone call to discuss the notification. We found that medication procedure had not been correctly followed and that action had taken action to put this right. Management has gone through the medication policy and procedures with all staff to ensure they are clear of their responsibilities and the procedures to follow. We also found that the provider was not meeting one of the requirements. We have issued action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 29 September to: -

ensure all designated safeguarding children leads are clear of their roles and responsibilities.

We will monitor the provider's response to ensure the action/s is/are successfully completed.

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](#).