

Complaint about childcare provision

Ref: EY498073/5589249

Date: 12 December 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 13 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 6 December 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken swift action to put this right.

The provider had completed an internal investigation following a number of accidents to a child and staff had not followed their accident procedures correctly. The provider had reviewed the accidents and the manager had reminded all staff of the correct procedure to record accidents and followed up with refresher training for all staff. Room leaders had received separate refresher training for their roles and responsibilities. The provider has put in place further monitoring and audits from senior management to check that accident procedures are followed by staff. We found that adult to child ratios were met and almost all staff had a valid paediatric first-aid qualification. We found the provider had effective staff deployment, risk assessment and health and safety procedures in place.

The provider will be able to give parents further information about this. 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](#).