

Complaint about childcare provision

Ref: EY425748/5599681

Date: 18 March 2024

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

On 6 February 2024, we carried out a regulatory visit. We found that the provider was meeting the requirements for ensuring staff are suitably vetted. However, at the visit we found a breach of requirements in that the provider does not seek medical advice when appropriate to confirm that any medication taken by staff is unlikely to impair a person's ability to look after children properly. We have issued an action for the provider to take.

Actions needed by 26 February 2024:

- seek medical advice when appropriate to confirm that any medication taken is unlikely to impair a person's ability to look after children properly.

On 13 March 2024, the provider responded to the action set. We found that the provider had improved systems for gathering and recording information about and medications taken by the staff to ensure these do not impair their ability to look after children properly.

The provider will be able to give parents further information about this.

We are satisfied the provider has met the safeguarding and welfare action 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](#).