

## **Complaint about childcare provision**

Ref: 2670579/5760638

Date: 5 August 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](http://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 11 June 2024, the provider notified us of an injury to a child. 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 any serious accident, illness, or injury to, or death of, any child while in their care, and of the action taken. On 20 June and 3 July 2024, we received concerns that the provider was not meeting some of the requirements.

On 24 July 2024, we carried out a regulatory visit. We found that the provider has appropriate safeguarding policies and procedures in place and supports staff to understand them. Staff are deployed effectively to meet children's individual needs. The provider has systems in place to support children's behaviour. If children display any unwanted behaviour, such as biting, staff monitor children closely. This helps them to identify any triggers that prompt this behaviour. Staff also implement effective strategies and work in partnership with parents. Most staff hold a paediatric first-aid certificate. This means they can provide appropriate care and support should a child sustain an injury. The provider ensures that all accident records are maintained and that parents are notified as soon as possible of any accidents involving their child.

During the visit we also found the provider was not meeting some of the requirements and had taken action to put this right. The provider has revised their risk assessments, which now ensure that cold packs used for injuries are kept out of the reach of children and are disposed of safely. This information has been shared with staff during team meetings. We are satisfied with the action taken. 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](#).