

Complaint about childcare provision

Ref: EY539603/5778594

Date: 9 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 17 July 2024, the provider notified us about a serious injury that a child sustained 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 any serious accidents or injuries to a child.

On 17 July 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. 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. The provider is still registered with Ofsted.

Actions needed by 7 August 2024:

- ensure that a thorough investigation is undertaken for any serious accident or incident in order to obtain and share clear and accurate information to Ofsted, parents and carers and other professionals
- make sure that risk assessment is used effectively across all areas of the premises, equipment and resources to identify any risks to children's safety and take action to remove or minimise any risks in a timely way
- ensure that all staff, including managers, have a suitable knowledge and understanding of how to use risk assessment and act on any risks to keep children safe
- ensure that staff who are qualified to deliver paediatric first aid are competent to do so safely and in line with training and guidance
- demonstrate that staff, including managers, can recognise when medical attention is required immediately for a child to ensure their safety

- maintain records of staff qualifications, including a paediatric first aid certificate for staff who hold it

We will monitor the provider's response to ensure the actions are successfully completed.

On 9 August 2024, we carried out a further regulatory visit and found that the provider responded to the actions set. We found that the provider is undertaking an investigation into a serious incident that took place and recognises the importance of this taking place. Risk assessments have now been reviewed to consider all areas of the premises, equipment and resources. All staff, including managers, have received training to improve their knowledge and understanding of risk assessment. Refresher paediatric first aid training has been provided to all staff to ensure they remain confident and competent to deliver first aid treatment safely. Policies have been updated to provide clearer guidance to all staff about when to seek medical attention for a child. The provider now has robust systems in place for recording information about staff qualifications, including paediatric first aid certificates.

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](#).