

## **Complaint about childcare provision**

EY461426/C203939

**Date:** 03/02/2014

### **Summary of complaint**

On 30 January 2014 we received information that raised concerns about the provider's practices relating to overnight care and her ability to protect children from illness and infection. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Medicines, Ratios, Safety, Premises and Risk Assessment, in particular the requirements regarding overnight care. We found that the provider had failed to ensure children's safety when caring for them overnight, that the administration of medicines are not appropriately recorded, the premises are not always kept secure and risk assessments, in particular those relating to overnight care are not carried out effectively.

Following our inspection, we sent the provider a notice to improve that asked them to: improve the recording of medicines administered to children to include information about any previous doses given and what the medicine is for and ensure parents give written permission each time medicine is to be administered to protect children's health; ensure the premises are secure and outdoor spaces and furniture used for sleeping children are safe and fit for purpose; take reasonable steps to ensure the safety of children in the case of fire or any other emergency, particularly when providing overnight care; ensure the needs of all children are met and ensure their safety, particularly when providing overnight care; ensure risk assessments are effective in identifying all hazards and demonstrate how these hazards are removed or minimised, including an assessment of overnight care and the number and ages of children cared for.

The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [\*Concerns and complaints about childminders and childcare providers\*](#) leaflet (Reference no. 080120)