

Complaint about childcare provision

EY232249/C199970

Date: 23/01/2014

Summary of complaint

On 4 December 2013 we received a complaint that raised concerns about safeguarding practice and the way that staff administered medication to a child. We carried out a short notice visit to the setting to look into the concern and see whether the setting was meeting safeguarding and welfare requirements; in particular requirements relating to safeguarding practice, safeguarding policy, medicine and managing behaviour.

We found that an incident had occurred and that at the time of the incident, the setting failed to ensure appropriate steps were taken to promote a child's welfare and individual needs. However, evidence showed that the provider had put measures in place to ensure such errors do not happen again, should such a situation arise. Therefore the provider was found to be compliant in respect of this issue. However, it was found that the provider failed to implement the setting's safeguarding procedure to ensure Children's Services were contacted without delay. Therefore, Ofsted issued a notice to improve to make sure there are effective strategies in place to ensure staff implement the setting's safeguarding policy and procedures, by notifying agencies with statutory responsibilities without delay, if there is a concern about a child's safety or welfare.

A recent inspection found that the provider is meeting all safeguarding requirements well. All staff demonstrate a sound awareness of safeguarding matters and understand their role in protecting children. Procedures are in place to guide safeguarding practice and staff are confident about implementing them. There were no concerns about the administration of medicines and children's behaviour is managed well.

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)