

Complaint about childcare provision

149980/C234028

Date: 24/12/2014

Summary of complaint

On 24 November 2014, we received a complaint that raised concerns about injuries sustained due to poor child supervision from staff.

At an investigation visit we looked into this concern to see whether the setting were meeting safeguarding and welfare requirements regarding safeguarding practice, staff ratios, child supervision, staff deployment, managing behaviour, risk assessment and accident or injury. In particular, these include requirements that state:

- Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB).
- Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles.
- Staffing arrangements must meet the needs of all children and ensure their safety.
- Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.
- Providers must keep a written record of accidents or injuries and first aid treatment.
- Providers must inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given.
- Providers are responsible for managing children's behaviour in an appropriate way.

We carried out an unannounced visit on 27 November 2014 and found that staff were fully trained and aware of all safeguarding practices; staff were suitable to fulfil their role. A written record was kept of all accidents and incidents and shared with parents and all staff aware of managing children's

behaviour appropriately.

However we did find that an area of the sensory garden was not safe and staff did not supervise it at all times.

Following our investigation, we sent the provider a notice to improve that asked them to:

make sure that staffing arrangements meet the needs of all children and ensure their safety at all times when in the outside area.

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. They have discussed with staff regarding the potential risks that were identified. They have completed a daily Health and Safety garden checklist more specific to the area including additional checks completed during the day. Staff have received refresher training on deployment in the outside area. The nursery manager will monitor and spot check the outside area regularly.

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)