

Complaint about childcare provision

EY481780/C235629

Date: 16/01/2015

Summary of complaint

On 10 December 2014 the provider notified us that an incorrect dose of medication had been administered to a child. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider to look after children.

The notification raised concerns about whether the setting was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular, these include a requirement that states that:

Providers must have and implement a policy, and procedures, for administering medicines. It must include systems for obtaining information about a child's needs for medicines, and for keeping this information up-to-date. Training must be provided for staff where the administration of medicine requires medical or technical knowledge.

We carried out an unannounced visit on 16 December 2014 and found that, although a policy, and procedures, were in place, staff had failed to follow these procedures. As a result, a child's health was put at risk. The provider has reviewed their risk assessment of procedures for administering medication and taken steps to prevent a recurrence of the incident. All staff have been retrained in the correct procedures for administering and recording medication. Procedures are being closely monitored by the senior management team. We are satisfied with the actions the provider has taken. 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)