

## **Complaint about childcare provision**

103855/C202606

**Date:** 21/01/2015

### **Summary of complaint**

On 15 January 2014 we received information that raised concerns about children's safety. At an inspection we looked into this concern to see whether the setting was meeting the requirements for safeguarding and promoting children's welfare. In particular, the requirements relating to child supervision, accident or injury procedures, complaints and risk assessments.

We carried out an unannounced inspection and found that staff were being deployed appropriately during the session. Evidence suggests that staff were also deployed appropriately at the time of the incident. However, as a result of failure to supervise children adequately, a child sustained a preventable injury. It is also clear that at the time of the incident insufficient consideration had been given to the risks associated with the use of portable electric heaters. Following the incident the provider took swift action to remove the heaters from use and carried out an investigation of the incident and complaint from parents. Although they gave some ongoing feedback to the parents they failed to share outcome findings within the 28 day timescale required. The inspection found weaknesses in staff practice and the provision was judged inadequate. Management failed to monitor staff practice effectively. There was evidence that staff did not always manage children's behaviour well and forgot to complete accident reports and ensure parents were fully informed. The provider took action to amend the format of accident forms and make sure that staff clearly understand their responsibility to inform parents about any accidents or injuries. However weaknesses in behaviour management and supervision of staff remained.

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

ensure that any complaints from parents are investigated thoroughly and the

outcome of the investigation is shared with parents promptly and no later than 28 days after receipt of the initial complaint, and ensure staff fully understand and implement policies and procedures, including the procedures for nappy changing and behaviour management.

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)