

## **Complaint about childcare provision**

EY314066/C214467

**Date:** 20/02/2015

### **Summary of complaint**

On 27 May 2014, we received a complaint that raised concerns about how the provider safeguards children and promotes their welfare. At an inspection, we checked whether the provider was meeting requirements in relation to first aid, key persons, child supervision and staff deployment. In addition, we needed to check the provider's compliance in relation to the requirements for accident or injury, safety and risk assessment.

We found that an effective key-person system is in place and that adult-to-child ratios are met. Staff are adequately deployed to meet ratio requirements and supervise the children overall. The inspection found that appropriate action had been taken to minimise risks when children use equipment, and the equipment in use was in good condition. Staff hold the required qualification for first aid and are fully aware of their responsibilities regarding children's accidents. They administered first-aid treatment, maintained a record of the accident and informed parents and Ofsted. However, the provider did not appropriately promote children's health and safety. The risk assessment and supervision at the time of the incident was not adequate to prevent the accident from occurring. Furthermore, the management did not notify the local safeguarding agency of the serious accident. This breach in requirements means that children's health and safety is at risk. Following the incident, the provider has taken appropriate action to minimise the risks when children use the outdoor slide. The manager has carried out a review of the outdoor area and put in place additional arrangements for supervision. In addition, the manager routinely reviews the risk assessment three times a year to make sure risks are minimised.

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

'ensure the lead practitioner responsible for safeguarding understands and implements the safeguarding and welfare requirements of the Early Years Foundation Stage, with particular regard to informing the local child protection agency of any serious accident or injury to, or death of, any child in the care of the nursery'.

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)