

Complaint about childcare provision

EY487607/C248219

Date: 02/06/2015

Summary of complaint

On 08 May 2015, we received a complaint regarding an accidental injury incurred by a child at the setting, and that first aid trained staff did not take appropriate action. We also received notification of the accident from the provider. 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 a serious accident.

We looked into this concern to see whether the setting was meeting the requirement regarding risk assessments; staff qualifications, training, support and skills; supervision of children and accident or injury. We found that the provider had conducted an investigation into the accident and found that there had been no breach of requirements. We looked into all aspects of the complaint and found that the child was closely supervised at the time of the accident and ratios were met. We found that the qualified first aider knew the child was injured but outward signs did not indicate that the child needed urgent medical care. Records relating to accidents were completed and indicate a short timescale between the accident and the child being collected from the setting.

Although it was not part of the original complaint, we found that children were sleeping on the floor amongst other children who were awake and playing. This was because suitable bedding; such as sleep mats, were not in place.

Following our investigation, we issued a notice to improve that asks the provider to:

Ensure the premises and equipment are organised in a way that meets the needs of children. With particular regard to providing children with suitable

bedding; placed in an area of the room where they can have an undisturbed sleep.

We are satisfied with the action taken by the provider.

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)