

Complaint about childcare provision

EY368373/C248203

Date: 04/07/2015

Summary of complaint

On 8 May 2015, we received a complaint that a child had sustained a significant accident at the nursery as he had fallen off a slide. We needed to investigate this concern to see whether the setting was meeting the Statutory framework for the early years foundation stage.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that children are not always closely supervised when using the slide. We also found that the accident records do not always contain sufficient detail and parents are not always informed straight away of accidents or the first aid treatment given. We also found that Ofsted, RIDDOR and Children's services had not been informed of the accident by the provider.

Following our investigation, we sent the provider a notice of action to improve that asks the provider to:

- ensure parents/carers are informed of any accident or injury sustained by their child on the same day, or as soon as reasonable practicable and of an first aid treatment given
- ensure the local child protection agency is notified of any serious accident or injury to or death of any child whilst in the care of the provider and act on any advice from those agencies
- ensure the written record of accidents records sufficient detail, for example, the exact location of the injury and the time the accident occurred
- ensure that all reasonable steps are taken to ensure children are not exposed to risks particularly in relation to the use of slides in the nursery

The provider took action to meet with the requirements of registration by: discussing policy and procedures at a staff meeting so that they ensured staff

understand the reporting procedures; reviewing the risk assessments for use of slides and undertaking staff training in respect of the recording of accidents.

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)