

Complaint about childcare provision

EY416514/C252069

Date: 08/08/2015

Summary of complaint

On 19 June 2015, we received a complaint that raised concerns about staff:child ratios and how accidents and illnesses are dealt with by the setting. We needed to investigate the concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to staff:child ratios and health. In particular, these include requirements that state:

Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

The provider must promote the good health of children attending the setting. They must have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious, take necessary steps to prevent the spread of infection, and take appropriate action if children are ill.

Providers must keep a written record of accidents or injuries and first aid treatment.

We carried out an unannounced visit to the premises and found that staff:child ratios were met and procedures were in place to ensure children received appropriate care following an accident or when they were ill. However, recording of treatment or intervention when a child was ill was not consistently recorded by staff. The provider has recently updated their risk assessment and they now ensure that younger children only play in a separate age appropriate space and use resources designed for their age group. This helps to minimize risk of injury to younger children when playing in the outside area.

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

take steps to strengthen record keeping when a child is ill. This is with regard to recording when a child's temperature is taken and ensure this information is shared with parents

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. 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)