

Complaint about childcare provision

EY434702/C253760

Date: 29/08/2015

Summary of complaint

On 7 July 2015 we received a notification from the provider that a child had taken medication that was not meant for them. This raised concerns about the procedures health at the setting.

We carried out an unannounced visit and looked into this concern to see whether the provider was meeting the Early Years Foundation Stage requirements for health. In particular, these include a requirement that states: Providers must have and implement a policy, and procedures, for administering medicines.

We found that a child may have had a drink from another child's cup, which contained medication. The incident had been fully investigated and recorded by the provider. The child was unharmed and the provider immediately implemented new procedures for administering medication within the setting.

We also found that staffing arrangements meet the needs of the children. Staff: child ratios are consistently maintained at the setting and are sometimes above minimum requirements.

Ofsted did not require the provider to take any action as they had already taken prompt and effective action to prevent a similar incident happening again. We are satisfied with the action taken by the provided and this will also be considered at the next inspection.

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)