

## **Complaint about childcare provision**

EY361828/C252215

**Date:** 13/11/2015

### **Summary of complaint**

On 22 June 2015 we received a notification from the provider advising that a significant event had occurred at the nursery on 19 June 2015 resulting in a child requiring emergency hospital treatment. 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 any significant event which is likely to affect the suitability of the early years provider. We conducted an unannounced visit to the setting on 25 June 2015 to discuss these concerns. We found that staff took prompt action to administer first aid and seek emergency treatment. We observed records of the incident and found that these records were not consistently completed by all staff to ensure accurate information is available so that it can be shared effectively with parents and other agencies if needed.

Following our visit, we sent the provider a notice to improve, which instructs them to:  
develop staffs understanding of maintaining appropriate records, with particular regard to ensuring all incident records are detailed, signed and dated, so that they can be shared effectively with parents and other agencies if needed.

During the visit we also identified some safety hazards regarding the premises flooring and large low level sinks used for children's water play. We discussed these hazards and observed the risk assessments. We found that the provider has taken action to minimise these risks by making temporary repairs while they are in negotiation with the premises owner for the repairs to be completed.

The provider has taken satisfactory action and 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)