

Complaint about childcare provision

EY473067/C281968

Date: 10/05/2016

Summary of complaint

On 15 April 2016, we received information that raised concerns about safeguarding practice in the nursery relating to an unexplained injury to a child and how toileting is managed. The information also raised concerns about how well children are supervised.

On 21 April 2016, we carried out an unannounced visit to the nursery. We found that safeguarding practice is appropriate and that children are well supervised while at the nursery. We found that toileting and nappy changing arrangements are appropriate and all accidents are recorded.

Although not part of the original complaint we found that accident records are not well maintained because they do not include sufficient detail. We also found that the attendance register is not carefully completed to include children's full names.

As a result of the visit, we issued a notice to improve that requires the registered provider to:

keep a clear record of accidents that occur on the premises and ensure the attendance register is carefully maintained.

We are satisfied with the action taken. 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)