

Complaint about childcare provision

EY490413/C283257

Date: 25/05/2016

Summary of complaint

On 27 April 2016, we received concerns about safeguarding practice, suitability of staff, training and support for staff, first aid, supervision of children, medication, food and drink and safety. We needed to check that the Early Years Foundation Stage safeguarding and welfare requirements were being met. In particular, the requirements that relate to safeguarding practice, staff to child ratios, staff qualifications and training, medicines, food and drink and safety or premises.

On 23 May 2016 we carried out an unannounced visit to the provider. We found that staff had an insecure knowledge and understanding of the safeguarding policy and procedures and arrangements for supervision are not sufficiently robust. We found that children's medication was not being stored in a manner which enabled staff to access it easily in the event of an emergency. We found that pre-existing injuries were not being recorded and information relating to incidents and first aid treatment did not contain sufficient detail. We found that staff did not have a secure understanding of the fire evacuation procedures.

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

- ensure all staff have a clear understanding of how to implement the safeguarding policy and procedures so children are effectively safeguarded, with particular regard to an allegation being made against a member of staff and the recording of accident, incidents and pre-existing injuries
- implement effective induction procedures for all staff to ensure they have a clear understanding of their roles and responsibilities
- ensure effective staff supervision is in place for all staff working with children in order to identify support and training to improve their knowledge and understanding
- ensure medication for individual children is available on site at all times when the child is present and staff know the how to respond to the child if they

become unwell
ensure that records are easily available at all times
ensure that children's personal information are kept secure and ensure that confidentiality is maintained at all time, particularly when recording incidents
take all reasonable steps to ensure staff and children in your care are not exposed to risks with particular regard to the storage of medication
ensure that staff, children and others on the site are aware of the procedures to follow in the event of a fire.

On 19 July 2016, we visited the provider to review the action they had taken. We found that staff had received training to update their knowledge and understanding of safeguarding and the wider issues. Effective induction procedures for new staff have been implemented, which means new staff are clear about their role and responsibility. The provider has used supervision to improve staffs knowledge and understanding of their role. We found that staff are now aware of children's medical needs and how to meet them effectively. We also found that children's medication is now stored safely on site and staff understand how to administer it. The provider has taken steps to ensure that children's records are held securely and confidentiality is maintained. We found that children and staff are aware of the procedures to follow in the event of a fire in order to keep themselves safe. We are satisfied with the action the provider has 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted