

Complaint about childcare provision

EY476238/C307515

Date: 05/05/2017

Summary of complaint

In February and March 2017 we received several complaints that raised concerns about how the setting is managed, how children are kept safe and how they are supported in their learning and development. We looked into these concerns to see whether the provider was meeting the regulatory requirements for child protection, staff qualifications, training, support and skills, risk assessment, medicines, special educational needs and learning and development.

We carried out an unannounced visit and found that the nursery had been through a period of disruption following recent changes in staff. The provider has now recruited a staff team who are appropriately qualified and experienced to carry out their roles, including providing support for children with special educational needs. A range of policies and procedures have been implemented to ensure that staff are assessing potential hazards, and taking steps to minimise any identified risks. However, although new procedures have been identified to record and respond to concerns about the children's well-being, these have not been fully shared with staff and are not yet embedded in practice. Not enough members of staff have been specifically trained to administer specialist medication in the event of an emergency.

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

- ensure that all staff are able to respond in a timely and appropriate way when they identify unexplained bruising, marks or signs of possible abuse or neglect;
- ensure staff receive relevant training to enable them to administer medication that required specific medical or technical knowledge.

The provider informed us that staff had received additional training to

address the actions and that new documentation had been introduced to support staff in recording information accurately. 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 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