

Complaint about childcare provision

EY461893/C333308

Date: 11/01/2018

Summary of complaint

On 29 November 2017, we received a complaint that raised concerns with regard to discrimination, specifically that not all children are treated with due regard taking account of their individual needs. We made a visit to the childminder and looked into this information to see whether they were meeting Key person and Information and records. We found that the childminder had taken appropriate action following a medical issue. However, the childminder did breach confidentiality during the event and sought advice from an adult other than a medical professional or adult linked to the situation. A lack of communication regarding specific needs meant that they felt unable to meet the needs of all the children attending. This resulted in the termination of a placement.

Following our visit we asked the childminder to:

- ensure that every child's care is tailored to meet their individual needs and that partnership with parents supports the care of each child
- ensure that you protect the privacy of all children and handle any information in a way that ensures confidentiality, this is with specific regard to any medical advice required.

The childminder responded in writing to confirm that they will obtain detailed information from parents/carers at the start of any placement. They will ensure that any medical information is held confidentially and discuss any issues directly with parents/carers. We are satisfied with the providers response.

The childminder 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