

Complaint about childcare provision

EY437625/C218584

Date: 07/07/2014

Summary of complaint

On 2 July 2014 Ofsted received information that raised concerns that parents and carers were not being suitably informed that their children had been involved in an accident or an incident. Ofsted carried out a visit to look at whether accident policies and procedures were being followed correctly and whether parents and carers were being suitably informed in a timely fashion.

The inspection found that the nursery has accident policies and procedures in place. They found that accident and incident forms are written out on all occasions, unless the parents and carers are there to witness the accident themselves. The managers have recently reviewed their procedures and complete a form regardless of whether the parents and carers are there. However, the inspection found that the accident policy and procedure was still not being strictly adhered to and some parents were not informed on the same day or at a time that is reasonably practicable, for example after a bump on the head. This is therefore a breach of the safeguarding and welfare requirements.

The outcome of the inspection was therefore inadequate with an action raised to improve communication with parents and carers to ensure they are informed on the same day or as soon as is reasonably practicable of any accident and injuries that occur in the nursery. In addition, we asked the provider to review the policies and share with staff and parents regularly so that everyone is fully aware of the procedures to follow in order to consistently maintain the safety and well-being of all children. 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)