

Complaint about childcare provision

EY438581/C285771

Date: 04/08/2016

Summary of complaint

On 28 May 2016 we received information that raised concerns about the provider's ability to safeguard children. At an unannounced inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Health, in particular the requirement to promote the good health of children with regard to managing accidents and injuries. We also looked at the requirements for food and drink, in particular the way in which the provider meets any special dietary requirements, preferences or food allergies. These concerns related to a child injuring a finger and a child being given food to which they were allergic. At the inspection we found that there was an accident to a child catching their finger in a safety gate. The provider took firm action to address this. The gate has been replaced and staff are more vigilant when children are moving from room to room. Any accidents or injuries sustained by children in the nursery's care are managed appropriately by staff who hold relevant paediatric first-aid qualifications. The provider also stated that on one occasion, a child was given unsuitable food. This was noticed very swiftly and the specific antihistamine medication was administered. The parent was informed by telephone. The provider then reassessed the practice to minimise the risk of this happening again. Procedures for serving food to the table have been strengthened. All children with special dietary needs have a care plan and staff are well-informed about children's allergies. Documents seen at the inspection indicate that all such accidents, injuries or incidents are recorded and parents are informed. 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