

Complaint about childcare provision

EY335961/C323513

Date: 26/08/2017

Summary of complaint

On 16 August 2017 we received a notification from the provider that a child had sustained a serious injury while in their care.

This means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements relation to 'suitable people'. In particular, to notify Ofsted particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or who is in regular contact with children. The also me the requirements in relation to Accident or injury in that 'registered providers must notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken.'

We needed to look into the concern to see if the provider was meeting the early years foundation stage requirements for Accident or injury. In particular 'Providers must keep a written record of accidents or injuries and first aid treatment. Providers must inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given.' Risk assessment. In particular 'Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.' Staff qualifications, training, support and skills. In particular 'at least one person who has a current paediatric first aid certificate must be on the premises and available.'

We carried out an unannounced visit to the provider to discuss the incident and consider the detailed information that they provided. As a result of our visit we found that the provider had given first aid treatment and recorded the incident in detail and that the majority of staff hold a current paediatric first aid certificate. However, the provider did not seek medical advice or

treatment in a timely manner. They also had not yet reviewed the risk assessment of the stairs after the incident.

Following the visit, we issued a notice to improve that required the provider to:

Make sure staff have a clear understanding of their role and responsibilities in relation to responding to accidents and injuries and seeking medical treatment swiftly.

Demonstrate how they are managing risks effectively and how staff are informed of these assessments, with particular reference to the stairs.

The provider took appropriate action to review their accident and illness procedures and risk assessments. The provider also trained staff to understand and follow these procedures.

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