

Compliance action taken for childcare provision

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Summary of outcome

On 17 March 2011, we received information that raised concerns about staff not demonstrating confidence or knowledge of what to do in a medical emergency, lack of support and appropriate boundaries when dealing with unacceptable behaviour in children and food supplied considered not promoting a healthy diet. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people' and 'safeguarding and promoting children's welfare'. In particular, these include a requirement that states, 'registered providers must notify Ofsted of any serious accident, illness or injury to any child whilst in their care, and of the action taken in respect of it. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident occurring. A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. At least one person who has a current paediatric first aid certificate must be on the premises at all times when children are present. There must be at least one person on outings who has a current paediatric first aid certificate. These also include a requirement that staff adhere to a behaviour management policy also children's behaviour must be managed effectively. There is also a requirement that where children are provided with meals, snacks and drinks, these must be healthy, balanced and nutritious and that fresh drinking water must be available at all times.

Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements. We received a notification of the accident from the provider prior to the information being received. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements relating to serious accident, illness or injury to a child.

We carried out an unannounced visit and found that in addition to the notification the provider sent copy records of risk assessment to Ofsted, demonstrating the appropriate action taken to ensure the parent of the child was notified of the injury and areas of risk assessed. The management have also taken considerable steps to address unsatisfactory response by the manager, regarding unacceptable behaviours in children. Parents have been informed that the provider is recruiting a new manager to ensure standards of care are raised. Club rules have also been reviewed with the children and staff to maintain a safe and friendly environment.

The provider and the management team have also coordinated meetings and systems to monitor the quality of care in the future. The complaints log demonstrates how any concerns have been handled and a record of compliments and concerns is made available to parents.

Staff ensure that children contribute to the choice of food supplied for their snack and they are encouraged to choose healthy options. There is a wide variety of choice on the menu and drinks are readily accessible at all times.

We are satisfied that the provider has initiated appropriate action to continue to meet the requirements for registration and no further action was required.

The provider remains registered with Ofsted.

Publication of compliance action

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years commencing on the date we complete our investigation.

For further information please read [Ofsted's Enforcement Policy](#).