

Complaint about childcare provision

Ref: 2564138/6195895

Date: 7 November 2025

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 October 2025, we received concerns that the provider was not meeting requirements relating to health. On 6 November 2025, the provider notified us about matters relating to the same requirements. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event. However, there were previous occasions where the provider had not made the required notifications to Ofsted.

On 6 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 14 November 2025:

- make sure all staff are clear about who is responsible for checking that the food being provided meets all the requirements for each child
- ensure children are only given food which is in line with their individual health and dietary requirements
- develop and keep up to date appropriate allergy action plans for managing any known allergies and intolerances, and ensure this information is kept up to date and shared with all staff
- ensure any medication children may require is always on site and readily available
- devise and implement a suitable policy, and procedures, for administering medicines to children
- obtain accurate information about a child's needs for medicines, and keep this information up to date

- only administer medicine to a child where written permission for that particular medicine has been obtained from the child's parent and/or carer
- ensure that a thorough investigation is undertaken for any serious accident or incident in order to obtain and share clear and accurate information with Ofsted, parents and carers and any other relevant agencies
- ensure parents are provided with individual and accurate information regarding their child's time at the setting.

On 20 November 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last regulatory event.

We found that the provider had made vast improvements to how they meet children's health, dietary and medication needs. Staff have received further training and support. Key responsibilities have been allocated to staff to ensure that any food provided meets the requirements for each child. Meal supervisors have been introduced to oversee practice. This helps to ensure that children are only given food which is in line with their individual health and dietary requirements. The provider has developed appropriate allergy action plans for managing any known allergies and intolerances. The provider now ensures that any medication children may require is at nursery at all times. The medication policy has been devised and includes appropriate procedures for the administration of medicines to children. Systems are now in place to obtain and record accurate information about a child's needs for medicines. Written permission will be obtained from parents before any medicine is administered. Information about children's dietary, health and medication needs will be regularly reviewed and monitored by managers to make sure they are updated regularly. The provider has developed a clear process to follow to investigate any serious accident or incident. Clear information will be recorded in order to provide accurate information to Ofsted, parents and any other relevant agencies. Individual care and learning information is shared with parents through daily conversations and an electronic app.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).