

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CC007
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Name of Service:	Tigers Childcare
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Address of Service:	Fort Hill, Moneygourney, Douglas, Co. Cork
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Eircode:	T12 HR67
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Name of Registered Provider:	Karen Clince
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	08/02/2024
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No of pre-school children:	AM	109	PM	86
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Address of the Early Years Inspectorate:	Early Years Inspectorate Administration Building St Mary's Health Campus Gurranabraher Cork T23X440
Inspection undertaken by:	C. Stokes and V. McCarthy
Title:	Early Years Inspectors

Authority to Inspect

The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).

Conditions if applicable	N/A
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<p>Description of service</p> <p>Tigers Childcare is registered to offer full-time, part-time, and sessional care to children aged 0-6 years from 8am to 6pm daily. There were 8 care rooms on the premises. The service promotes a playful approach to learning with particular emphasis on outdoor play.</p>
<p>Staffing</p> <p>There are 44 adults in total attached to the service of which 37 of the adults have a childcare qualification and can work directly with the children. The registered provider is not service based. There is also an administrator, 3 adults assigned to kitchen/cleaning duties and 3 students on work placement that are attached to training colleges or on work experience of which 2 were present during the inspection.</p>
<p>Methodology</p> <p>Tusla’s Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well- being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:</p> <ul style="list-style-type: none"> • Previous inspection history • Any information received in relation to the service <p>The findings on inspection are based on:</p> <ul style="list-style-type: none"> • Information obtained through examination of documentation • Direct observation • Discussion with relevant staff <p>This inspection was unannounced and focused on the area of governance/ health, welfare and development of child/ safety and premises. The inspection may also focus on other areas as required.</p>

A sampling process was used to assess compliance under regulation 19 (1)a, and 23. As a result, the scope of the inspection did not include Junior active cubs and Active cubs, therefore 6 of 8 rooms were included in the scope of this inspection for the regulations outlined.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(1) A registered provider shall ensure that-

- (a) the service has a designated person in charge and a named person who is able to deputise as required,*
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and*

(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,*
- (b) consideration of references from reputable sources in the case of a person who has no past employers,*

(c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and

(d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.

(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

Compliance Information

- (1)
- (a) The service had a named person in charge and 2 named deputies that could deputise as required.
- (b) The person in charge was on duty when the inspectors arrived at the premises and remained on the premises for the duration of the inspection.
- (2)
- (a) There were 74 references and required validations available on file from past employers in respect of the 44 adults.
- (b) There were 14 reference and required validations from sources other than past employers in respect of the adults.
- (c) A Garda vetting disclosure that was processed within the last 3 years was available on file in respect of each of the 44 adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years in respect of these 44 adults.
- (d) Police vetting was available on file in respect of 19 adults that had lived outside the jurisdiction for a period of more than 6 consecutive months.
- (4)
- Copies of childcare qualifications as listed on the National Qualifications Framework or letters from the Minister were available on file in respect of the 37 adults who worked directly with the children. The service administrator, the 3 adults assigned to kitchen duties and the 3 students did not hold childcare qualifications among the cohort of 44 staff.

Part III – Management and Staff

Regulation 10 - Policies, procedures etc. of pre-school service

A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.

Compliance Information

- The policies, and procedures were assessed in respect of two policies listed under schedule 5, including the service policy on accidents and incidents; and the service policy on outdoor play.
- Both policies met the regulatory requirements of this regulation.
- The policy on accidents and incidents included the measures taken to prevent accidents/incidents; the procedures to be followed in the event of an accident/incident, record keeping of accidents /incidents and how parents/guardians were informed of accidents/incidents. It included risk assessments and the service’s review of risk assessments in a comprehensive manner.
- The policy on outdoor play described how children had access to outdoor play, the play opportunities available, supervision of children and safety requirements including risk assessment and hazard checks, together with how often and where outdoor play was facilitated and weather appropriate considerations, sunscreen, clothing etc.
- These policies, procedures and statements were consistent with the services practices as described during discussions with staff.

Part III – Management and Staff

Regulation 11 - Staffing levels

(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.

(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.

(8) Without prejudice to paragraphs (2) to (7)-

(a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times,

Compliance Information

- (1) At all times during the period of the inspection the registered provider ensured that there were an adequate number of staff working directly with the children.
- (2) The ratio of staff to children was adequate in all playrooms during the times these rooms were inspected. On the day of inspection, 8 care rooms were in operation, a breakdown of the staff/child ratio follows;

Room/ age range	Staff	Children (am)	Children (pm)
Discovers (Baby 0-1 years, 1-2)	2	7 including 1 under 1	7 (none under 1)
Discovers 1 (Wobbler 1-2 years)	4 (plus 1 student, morning) 4 afternoon	14	14
Explorers (2-3 years)	4 morning, 3 afternoon	17	15
Explorers 1 (2-3 years)	1	6	6
Junior Active Cubs (2.5-3.5years)	2	15	9
Junior Active Cubs 1 (3-4 years)	4, morning: 3, afternoon	21	18
Active Cubs (Cabin) (4-5 years)	3 (plus 1 student)	18	10
Active Cubs 1 (4-5 years)	1	9	7
Total		109	86

- (8) (a) There were at least 2 staff available on the premises throughout the duration of the inspection, and at all times, in accordance with the staff roster.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:

(k) details of any accident, injury or incident involving a pre-school child attending the service.

Compliance Information

The registered provider ensured that a record was kept of accidents/injuries/incidents involving a preschool child. These were maintained on an online application and signed by parents. A sample from several rooms were inspected online and found to be adequately maintained.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare and development of child

(1) A registered provider shall, in providing a pre-school service, ensure that-

(a) each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child, and

Compliance Information

BASIC NEEDS:

- Breakfast, snacks, and meals were observed to be served throughout the day with appropriate gaps between meals/snacks. Staff were observed to sit with the children and chat to make the mealtime a social occasion.
- Children were encouraged and supported to develop independence regarding personal care, particularly, with hand washing and cleaning their noses/faces. This was observed particularly prior to and after mealtimes in the Discovers 1 room and Explorers 1 room where the staff assisted/encouraged children to wash their face and hands.
- Drinking water was accessible to the children within the care rooms.
- Those children who were largely in nappies or dependent using the toilet were supported appropriately by the staff. Nappy changing was observed to occur regularly throughout the day. The nappy changing

routine was observed in Discovery 1 room, where the staff member was noted to interact sensitively and in a caring manner with the child during changing.

- There was a cosy corner with soft cushions in the playrooms to provide for the children's need for rest and relaxation during the day. In addition, there were four sleep rooms which facilitated sleep for children under 2 years. These were located off the Discovers and Discovers 1 room. They contained 9 cots off both rooms, 18 in total for the 21 children under 2 years in these rooms. Stackable beds which were used for children over 2 years to facilitate sleep after lunch at a designated time. Staff advised that there were 3 children under 2 years in the Explorers room who used floor beds with mattresses for their sleep as required. A child led sleep practice was observed with one or two naps daily for children depending on their age, stage of development and routine in the Discovers 1 and Discovers rooms.
- Children's need for mobility was met with both the indoor and outdoor play area being used on the day of inspection. The outdoors was used by children twice daily according to each room's schedule. Children from almost all rooms were observed to use the outdoor area on the day of inspection.
- The staff were observed to support the children to interact positively with each other, for example with sharing and turn taking. There was a calm and positive approach to managing behaviour. The staff modelled speaking in low tones and supportive interactions. For example, a staff member in the Discovers 1 room was observed to distract a child prior to lunch time who may have been tired or hungry and offer support and comfort to them and settle them into the lunchtime routine in a caring manner.
- Children were observed to be offered opportunities to develop their independence and show autonomy, for example, staff offered children the opportunity to choose their own bib and fork prior to lunchtime and in another room, staff facilitated children self-serving during lunchtime and assisting with the clean up afterwards.

Part VI - Safety

Regulation 23 - Safeguarding health, safety and welfare of child

A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.

Compliance Information

General Safety:

- The entrance door was noted to be secure and was maintained secure when not in use. Access was with a fob for staff and parents, which reduced the risk of a child exiting while unsupervised.
- Safe storage of cleaning agents was ensured as cleaning chemicals and equipment were inaccessible to children.
- The outdoor play areas were surrounded by fencing/walls and a secured gate.
- There were openable windows in the preschool rooms which were opened safely to ventilate the rooms.

Infection Control:

- Adequate handwashing facilities were available at the service. Wash hand basins were supplied with warm running water, liquid soap and either electric hand dryers or disposable paper towels.
- Staff in the Discovers 1 room were observed to wash their hands before assisting the children at lunchtime.
- The tables were observed to be cleaned down prior to meals.
- Waste was disposed of appropriately, and bins were observed to be pedal operated, and lidded for the secure and safe storage of waste.
- Good practice was observed with cleaning children's runny noses in the discovers room 1 by staff who exhibited appropriate hygiene routines.

Administration of Medication:

- Medicine was observed to be administered in the afternoon in the Discovers 1 room. The two staff present were observed to follow the appropriate steps. Medicine was stored appropriately in the fridge which was child locked to ensure medicine could not be accessed. Other staff advised the inspector that they were trained in the administration of an auto-injector pen for a child with an allergy. In addition, there were emergency care plans in place for several children.
- Care was observed to be taken with children who had special diets, and these were listed with photographs on the notice boards in the rooms and staff were confident in describing the care taken.

Safe Sleep:

- Sleep check records were recorded on the online application every 10 minutes, during the period when the children slept.

Fire Safety:

- No fire safety concerns were observed. The fire doors were unobstructed. Fire extinguishers were safely wall mounted.

Outing:

- Not applicable. No outings were observed on the day of inspection.

Non-Compliance Information

Infection Control:

1. One nappy changing mat in the Discovers room was noted to be fraying at the seam and this may impede cleaning and lead to the spread of infection.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. The registered provider advised in the CAPA response that there was a spare changing mat on the premises and the mat was replaced on the 09.02.2024. More spare changing mats will be on premises as replacements as needed. Staff were reminded of importance of notifying management if any equipment needs replacing in a team meeting.

Supporting documentation submitted

Infection Control:

1. Photographic evidence of the replacement mat was submitted together with the minutes of the meeting with the teams reminding staff to notify management should mats/any equipment need to be replaced.

Summary Comment

The evidence and response from the registered provider were assessed and met the regulatory requirements of this regulation.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

- (a) of sound and stable structure,*
- (b) safe and secure,*
- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*

Compliance Information

- (a) From visual inspection the premises appeared of sound and stable structure.
- (b) From visual inspection the premises appeared safe and secure.

Non-Compliance Information

- (c) On the day of inspection, high room temperatures were recorded in two care rooms.
 - A temperature of 24.7°C was noted at 10.52am in the Explorers 1 room. The temperature was rechecked in the Explorers 1 room at 4.50pm and was recorded at 22.7°C.
 - A temperature of 22.9°C was noted in the Active Cubs 1 room at 11am. A temperature of 23.2°C was recorded in the Active Cubs 1 room at 3pm.
 - These morning and afternoon temperatures were above the required range of 18-22°C for care rooms. It is noted and acknowledged that staff were recording the room temperatures and opening doors/windows to monitor and address this issue.
- (d) Poor maintenance of painted walls was noted in two care rooms, the Explorers, and Active Cubs 1. The paintwork was observed to be chipped and peeling particularly at the lower wall level and around doors. It is acknowledged that the person in charge had a prior record of this on the maintenance list for the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(c) The registered provider advised the following in their CAPA response: that a maintenance person came to adjust heating on 09.02.2024 and reduced the temperature. A specialist came on 28.02.2024 to zone the building and label thermostats for ease of temperature adjustment. Management met with the teams in both rooms to discuss importance of recording and reporting on the day if room temp is reading over 22 degrees Celsius and

staff will continue to open windows and doors when temperatures begin to rise and put measures in place to reduce heat once the room temp is rising.

(d) The scheduled painting the rooms due on 2nd and 3rd of March, was identified on an internal Maintenance List in January and has been completed.

Supporting documentation submitted

- (c)
- Photograph attached of visitor sign in/out book to show maintenance and specialist personnel signed into the service.
 - Photograph evidence of calibrated probe in each classroom with temperature reading
 - Evidence of Daily Room temperatures logs for both rooms submitted.
 - Evidence of team meeting in the room- agenda and signed attendance.
 - Confirmation that the specialists are onsite 5.03.2024 to complete works in relation to thermostats and heat control.

(d) Photographic evidence of the repainted rooms were submitted, together with the pre-approval of this.

Summary Comment

The evidence and response from the registered provider were assessed and met the regulatory requirements of this regulation.