

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015CC032
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<b>Name of Service:</b>	Newbury House Family Centre CLG
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<b>Address of Service:</b>	Old Youghal Road, Mayfield, Co Cork
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<b>Eircode:</b>	T23 AH56
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<b>Name of Registered Provider:</b>	Mary Foley
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<b>Service type:</b>	Part Time, Sessional
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<b>Date(s) of Inspection:</b>	26/02/2025
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<b>No of pre-school children:</b>	AM	11	PM	10
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Admin Building, St. Marys Health Campus Gurranabraher, Cork.
<b>Inspection undertaken by:</b>	J Russell
<b>Title:</b>	Inspection and Registration Manager

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).	

<b>Conditions if applicable</b>	N/A
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### Description of service

Newbury House Family Centre CLG is a registered community based early years service in operation since 2009. This service is registered to cater for children from 1 to 6 years, and at time of inspection the service was catering for children aged 1 to 3 years offering a morning and an afternoon sessional and part time service. The current opening hours are from 08:45am to 12:45pm and from 1:30pm to 5:00pm each day Monday to Friday. Newbury House Family Centre CLG operates from a community resource centre building. There is one playroom, and rooms located beside the playroom include a separate designated sleep room, a kitchenette, an administration office, one children's toilet and a separate nappy changing room. There is a designated toilet for the childcare staff within the community resource centre building. The children have access to a fully enclosed secure outdoor play area located beside the playroom.

### Staffing

There were four staff working in the service, a childcare coordinator who is office based in a nearby service, and three childcare staff. In addition, there were two adults on community employment placements in the service. The registered provider is not serviced based. The staff working directly with the children all hold a major award in Early Childhood Care and Education.

### Methodology

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:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance, health, welfare and development of child and safety. The inspection may also focus on other areas as required.

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.

### Additional Information

This inspection was triggered by information received by the Inspectorate.

Following discussion, the staff were in agreement with a referral being made to the Better Start Quality Development Service to support practice development.

### Acknowledgments

The inspector wishes to acknowledge the cooperation of the registered provider, childcare coordinator, 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.

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5;

#### Compliance Information

(1)

- (a) The service had a designated person in charge and a named person to deputise as required.
- (b) The person in charge was present for the duration of the inspection.
- (2) The recruitment records for 6 staff and adults on work placements were reviewed.
  - (a) There were 10 written and validated references available on file from past employers.
  - (b) There were 2 written and validated references available from sources other than past employers.

- (c) A Garda vetting disclosure was available on file for review in respect of each of the 6 staff and adults on work placements. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every 3 years.
- (d) Police vetting was available for one adult, who had lived in another jurisdiction for longer than 6 consecutive months, while over the age of 18 years. This record was suitably translated by a verified company.
- (4) Copies of certificates in Early Childhood Care and Education, as listed on the National Framework of Qualifications were available on file in respect of the 4 staff members who required these.
- (7) (a) Evidence was available in the service that staff were appropriately supported and provided with appropriate information, and training:
- New staff were supported through an induction period, which was documented on staff files. The service had a practice of reviewing the induction with all service staff once a year.
  - All staff had signed that they had received and understood the service policies and procedures. An extensive staff handbook was available to all staff.
  - A staff meeting book was maintained, with evidence of regular team meetings with topics of discussion recorded. These included behaviour management, taking observations of children, and upcoming events for children.
  - Training records were available on file for all staff. These certificates included Childrens First training for 5 of the staff present on the day of inspection. The childcare coordinator stated that ongoing training was arranged for staff based on need.

### 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 following policies were reviewed and were deemed to include the necessary requirements:

- The policy on managing behaviour
- The policy on accidents and incidents
- The policy on the use of the internet and photographic and recording devices
- The policy on staff training

### 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) The registered provider ensured that there were an adequate number of adults working directly with the children.

(2) On the day of the inspection there were 3 adults working directly with 11 early years children in attendance in the morning. In the afternoon, there were 3 adults working directly with 10 children. The minimum adult child ratios were maintained at all times.

(8)(a) There were at least 2 adults on the premises during the hours of operation. The roster demonstrated that on the day of inspection, 3 adults were on the premises prior to when the service opened for the early years children, and that there would be 2 adults on the premises at 5pm when the service closed.

### Part IV – Information and Records

#### Regulation 15 – Record of pre-school child

*(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:*

*(f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*

## Compliance Information

(1)(f) The service maintained a record in writing in relation to each child in attendance. This record contained space to record the details of any illness, disability, allergy or special needs of a child. Evidence was available regarding children who were in the process of being assessed with additional needs.

## 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

(1) (k) The service maintained a record book for accidents and incidents for the 2024/25 academic year. There was one record on file which had been appropriately completed and signed by both staff and parents.

## 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*

*(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.*

### Compliance Information

(1)(a)

#### Basic needs:

- On the day of the inspection, staff supported the children to eat and drink at designated meal times. Additional food was available, should a child become hungry outside these mealtimes. Drinks were available to children throughout the day.
- The food available on the day was observed to be health and nutritious. The lunch was provided by parents and carers, and included sandwiches, fruit and yogurts. The service provided a breakfast daily, which included toast and fruit, and milk on the day of inspection.
- Lunchtime was observed to be sociable and pleasant; ample time was given for children to enjoy their food. Staff were observed to sit with and offer appropriate support to children as needed. Four children sat in highchairs with suitable safety harnesses, and seven sat at a table and in chairs appropriate to their stage of development.
- Nappy changing was observed to be carried out at designated times, and when required. Children who were toilet trained were allowed to use the sanitary facilities as required. Staff were available to support children as required with toileting.
- Children were able to sleep as required, in the sleep room. On the day of inspection, no children required sleep. The service had a suitable rest area in the room, should a child wish to rest.
- The care room was generously sized and allowed the children free movement. Children were observed to initiate their chosen activities. Rain prevented outdoor play on the day of inspection, and children and staff used the community hall instead.

#### Supporting relationships:

- On the day of inspection, staff demonstrated sensitivity and unconditional positive regard towards the children in their care. This was evidenced by staff anticipating the needs of children, encouraging and comforting children when required. The children were settled and content in the service and enjoyed the activities and routines in the main care room.
- The service had a keyworker system in place. Staff took monthly observations on their key children, which were kept in books with photographs and artwork that would be sent home at the end of the year.
- Staff used a daily record sheet to give to parents at collection, which detailed the activities and participation of their child each day. Staff stated they used messaging apps to communicate with parents as required.

- Staff maintained a parent and staff meeting book, where they recorded the topics discussed, should a meeting take place. This included a duplicate copy of this record to give to the parent.

### Physical and material environment:

- The main care room was bright and inviting. The room was laid out into separate interest areas and offered a varied learning environment to suit the interests of the children. Openable windows allowed for good ventilation.
- The materials in the main care room offered the children play opportunities that would encourage development. Materials were stored on low level shelves, so were easily accessed by the children as needed.
- The partially covered outdoor area was observed to contain a sand unit, kitchen area, a climbing area, and ample age-appropriate play equipment. The walls had been recently painted, and the area was well maintained.

- (3) On the day of inspection, no practices that were disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful were observed to be carried out in respect of a child attending the service. Staff were clear, in discussion, which practices were prohibited in the service.

### Non-Compliance Information

(1) (a)

#### Physical and material environment:

The community hall required further resources to better meet the needs of the children who use it. The staff stated they regularly use the community hall, down the corridor from the care room, when they were prevented from using the outdoor area because of poor weather. The children and staff were observed to go to the hall for a period of 46 minutes on the day of inspection, while nappy changing was carried out. Staff played music and led singing and movement activities, which some children participated in. There were books and a set of 4 blocks available as alternative activities. It was observed that many children began to lie on the floor, or sit silently, as they were not sufficiently engaged by the resources and activities on offer. It is acknowledged that this hall is used by many community groups, which adds a level of challenge in maintaining it appropriately. The staff were in agreement with a referral to the Better Start Quality Development Service for support with further developing this space.

## Action submitted by the Registered Provider

### Corrective & Preventive Action

The service stated that they are no longer using the community hall.

### Supporting documentation submitted

None received.

### Summary Comment

The requirement of Regulation 23 has been met.

## 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:

- Entry to the service was via a buzzer system alongside the main entrance door. Exit through this door was controlled by a door release button. These safety mechanisms ensured that the risk of unauthorised access, and the risk of a child exiting the premises unsupervised, were minimised.
- The outdoor play areas were secured by walls, with separate outdoor areas secured with fencing gates.
- The kitchenette was secured when not in use, which prevented the children from gaining unsupervised access to this area.
- Cleaning agents were stored out of the childrens reach.
- Firefighting equipment was securely wall mounted.

#### Infection control:

- Wash hand basins were supplied with warm running water, liquid soap and paper towel dispensers. Handwashing was observed prior to lunch break and following nappy changing.
- Within the nappy changing areas, the children's nappies, wipes and barrier creams were stored appropriately. Single use aprons and gloves were readily available for use during nappy changing procedures and pedal operated nappy disposal bins were in place.
- Wall hooks and cubby shelves were used to store the children's coats and bags, above floor level.

### Safeguarding:

- The service had a designated liaison person. On discussion staff were aware of the process of reporting child protection concerns, and aware of their reporting responsibilities should a concern arise.

## Part VIII - Notifications and Complaints

### Regulation 32 – Complaints

- (1) A registered provider shall ensure that the complaints policy of the service specifies-
- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
  - (b) the manner in which such a complaint shall be dealt with, and
- (2) A registered provider shall ensure that-
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
  - (b) the complaint is duly dealt with in accordance with the provider's complaints policy.
- (3) A record in writing referred to in paragraph (2)(a) shall-
- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and
  - (b) be open to inspection on the premises by an authorised person.

### Compliance Information

- (1) The complaints policy of the service specified:
- (a) The procedure to be followed by a person for the purposes of making a complaint.
  - (b) The way a complaint would be dealt with.
- (2)
- (a) Records in writing of complaints that had been made were kept in the service.
  - (b) Records demonstrated that complaints had been dealt with in line with the services complaints policy.
- (3)
- (a) The records of complaints included the nature of each complaint received, and the manner in which they had been dealt with.
  - (b) The records of complaints were open to inspection on the premises.