

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CC130
--------------------------	-------------

Name of Service:	Tigers Childcare
-------------------------	------------------

Address of Service:	Pembroke Wood, Passage West, Co. Cork
----------------------------	---------------------------------------

Eircode:	T12 TV0F
-----------------	----------

Name of Registered Provider:	Catherine Ahern
-------------------------------------	-----------------

Service type:	Full Day, Part Time, Sessional
----------------------	--------------------------------


Dates of Inspection:	26/03/2024
-----------------------------	------------

Date 2 of Inspection:	27/03/2024
------------------------------	------------

No of pre-school children:	AM	72	PM	63
Day 2	AM	71	PM	n/a

Address of the Early Years Inspectorate:	Early Years Inspectorate Administration Building St Mary's Health Campus Gurranabraher Cork T23X440
Inspection undertaken by:	V.McCarthy
Title:	Early Years Inspector

Authority to Inspect

	Child Care Act 1991 (Early Years Services) Regulations 2016 and Childcare Act 1991 (Early Years Services) (Amendment) Regulations 2016 QMS Ref: EYI-RRT12.1 V2.0 03/03/2023 Service ID: TU2015CC130	1 of 11
---	--	----------------

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

Description of service

Tigers Childcare is a full day care service located in a residential area of Passage West, Co Cork. The service operates from a purpose built 2-storey detached building that has 6 care rooms available for use by children of which 5 were in use during the 2 inspection days. The care rooms names were as follows, the Junior Discoverers, Senior Discoverers, Explorers and Junior Active Cubs rooms which are all located on the ground floor. The Senior Active Cubs is located on the first floor. There is a designated outdoor play area provided to the rear of the service and there are 2 dedicated sleep rooms of which 1 is beside the Junior Discoverer's room and the second is off a corridor close by to the Senior Discoverer's room for the use by children aged less than 2 years that need to sleep. The service provides care to children aged between 0 and 6 years of age. The service is open each Monday to Friday between 7.30am and 6pm. Care is also provided to school going children at the premises.

Staffing

In total, there are 27 adults attached to the service including the registered provider who is not service based. During the inspection, there were 21 adults present on the premises during the first day of inspection and there were 20 adults on the premises during the second day of the inspection.

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/ safety/ premises and facilities. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9, 10, 11, 16, 23, 26, 27 and 31. However, on inspection non-compliances which posed a risk were identified under Regulation 29. These findings are outlined within the relevant regulation within this report.

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 inspector wishes 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 a named deputy that could deputise as required.
 - (b) The person in charge was on duty both days when the inspector arrived at the premises and remained on duty for the duration of the 2 day inspection.
- (2)
- (a) There were 47 references and required validations available on file from past employers in respect of the 27 adults attached to the service.
 - (b) There were 7 references and required validations available from sources other than past employers.
 - (c) A Garda vetting disclosure was available on file for review in respect of each of the 27 adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every 3 years in respect of each adult.

(d) Police vetting was available in respect of 7 adults that had lived outside the jurisdiction for a period of more than 6 consecutive months.

(4)
A copy of a childcare qualification as listed on the National Qualifications Framework or letter from the Minister was available on file in respect of 25 of the 27 adults. It was noted that the remainder 2 adults did not work with the early years children. One of these adult's duties was solely kitchen based and the second adult attended to cleaning duties or worked with the school age children.

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 assessed during the inspection and were found to have met the requirements:

- Policy on Accidents and Incident
- Supervision policy

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; steps to be taken on how to contact the parent/guardian of the child and how the appropriate record should be shared with them; It included how information is documented regarding accidents /incidents and referred to risk assessments in a comprehensive manner.

The Supervision policy detailed the supervision and support provided to the adults by the service. It referred to induction, support, and supervision. The inspector was informed that the supervision records were maintained digitally and were only accessible to senior management.

The person in charge also furnished the inspector with a Supervision of Children policy which was developed to inform and guide supervision of the children attached to the service. It referred to supervision of children under general procedures, care room procedures, outdoor procedures, outings and drop off and collection times.

These policies were consistent with the services practices as observed by the inspector during the inspection and discussed with the person in charge. The policies were last updated by the service during August 2023.

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 person in charge ensured that there were an adequate number of adults always working directly with the children.

(2) On the first day of the inspection there were 21 adults on the premises of which 18 were working directly with 72 early years children. The person in charge was office based and there were 2 adults assigned to kitchen duties and cleaning respectively. On the second day of inspection, there were 20 adults on the premises of which 18 were working directly with 71 early years children. The person in charge was again office based and there was 1 adult assigned to kitchen duties. The required adult child ratio, as per the child care regulations, was adhered to on each of the 2 days of the inspection.

(8)(a) There were always at least 2 adults on the premises during the hours of operation. The roster demonstrated that on each day of the inspection there were 5 qualified adults on the premises at 7.30am and 4 adults on the premises at 6pm when the service closed.

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 person in charge ensured that the adults-maintained records of any accidents/injuries/incidents involving a preschool child. The inspector was informed during the inspection that all accidents and injuries, no matter how minor or trivial, were recorded on a detailed template located on an electronic application used by the service and that the respective parents/guardians were notified of such accidents/incidents by a phone call. The inspector noted that there were 30 completed records since January 2024 on file and that 29 of these were in relation to minor incidents. Each record had been co-signed by the respective parent/guardian who had had been notified by an electronic alert to view and co-sign the record. All the online records in respect of accidents/injuries/incidents that were viewed during the inspection were found to be adequately maintained.

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 main entrance door leading into the premises was kept secured to prevent the unauthorised access by an adult or the leaving of an unsupervised child.
- The 3 doors that led from the main foyer to the corridors with the care rooms were each fitted with coded locks to prevent unauthorised access by a person or the leaving of an unsupervised child.
- The outdoor play area was secured by high walls and secured fences and doors.
- The doors leading into the kitchen, laundry room, staff room, storeroom, adult toilets, and care rooms were each fitted with a high handle that was inaccessible to the children.

- The cleaning agents in each care room were stored on high shelves out of children’s reach.
- All leads and flexes in each of the 5 care rooms were kept out of children’s reach.
- Low level glass panels on the patio doors of the Senior Discoverer’s room, the Explorer’s room and the Junior Active Cubs room were each fitted with visibility strips.
- Safety locks were fitted to low presses in each of the 5 care rooms that were in use.
- All windows throughout the premises were fitted with window restrictors.
- The blind cord attached to the window in the sleep room off the Junior Discoverer’s room was secured by a wall bracket.
- The 2 highchairs in the Junior Discoverer’s room were each provided with a safety harness.
- The water at the wash hand basins was thermostatically controlled to a temperature less than 43°C. During the inspection the water temperature throughout the premises was recorded between 23.2°C and 26.4°C.
- A child sized handrail was provided on the staircase to assist the children that used the stairs to access the Senior Active Cubs room.

Part VI - Safety

Regulation 26 - Fire safety measures

- (1) A registered provider shall ensure that a record in writing is kept of-*
- (a) any fire drill that takes place in the premises, and*
 - (b) the number, type and maintenance record of firefighting equipment and smoke alarms in the premises.*
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

Compliance Information

- (1)
- (a) Records of monthly fire drills carried out at the service were available on file. The last fire drill was carried out on 11 February 2024.
 - (b) Records regarding the number, service and type of fire equipment were maintained on file. The fire equipment was serviced during November 2023. The wired smoke alarm was serviced during March 2024.
- (4)
- The fire evacuation procedure for the service which contained details in relation to the procedure to be followed in the event of a fire was displayed in each care room.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Compliance Information

The adult child ratio in each care room met the requirements and supervision was maintained whilst children participated in both indoor and outdoor activities. The early years children were all supervised by adults who had adequate childcare qualifications. During the inspection the children were visible to the adults while they were in their respective care room or playing in the outdoor play area. It was noted that the care rooms had been decluttered and rearranged since the previous inspection which facilitated easier visibility of each child by the adults. The older children were able to use the toilets independently and were supported by the adults as required. It was noted that the older more independent children were supervised by sound during this activity. It was observed during the inspection that closer supervision was provided to the younger children by the adults when the children participated in activities such as dough play and water-based painting to prevent these children mouthing the dough or biting on the paint brushes. The person in charge informed the inspector that the adults carried out a risk assessment daily of the outdoor play area prior to using it.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-
(d) cleaned, maintained and repaired, as required, and

Compliance Information

(d)

The paintwork on the walls in the Junior Discoverers' room, Senior Active Cubs room and main foyer was maintained in a satisfactory condition.

Non-Compliance Information

- (d)
1. The paintwork on the walls in the Senior Discoverer's room, the Explorer's room and the Junior Active care rooms was not kept in good repair. The paintwork, particularly at the lower wall levels, was observed to be flaky, chipped and peeling and was not maintained in good condition which was required when caring for children.
 2. There was a hole measuring 1 inch in diameter on an internal wall directly beside the nappy changing area attached to the Explorer's room that was potentially accessible to any child having their nappy changed. The wall area was in disrepair and was not maintained in good condition.
- It was acknowledged that the person in charge informed the inspector that the above 2 issues were on a list of repairs/works to be carried out by a maintenance person.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The paintwork in the Senior Discoverer's room, the Explorer's room and the Junior Active care rooms has been assessed by 2 painters who are currently in the process of preparing paintwork quotations for the registered provider. The staff attached to the premises will continue to submit maintenance request forms to the services' operations team when repairs need to be addressed.
2. The hole on an internal wall directly beside the nappy changing area attached to the Explorer's room has been repaired. Maintenance request forms will be submitted to the services' operations team when repairs need to be addressed.

Supporting documentation submitted

1. The registered provider has informed the inspectorate in her written response dated 25 April 2024 that the walls in the Senior Discoverer's room, the Explorer's room and the Junior Active care rooms will be repainted by 30 June 2024. A copy of the visitor's book was submitted to demonstrate that the painters were on site to assess the works to be carried out and a copy of correspondence from 1 of the painters to the service was submitted to the inspectorate.
2. A photograph of the repaired hole in the wall was submitted to the inspectorate on 25 April 2024.

Summary Comment

The documentation and photographs submitted by the registered provider were reviewed and deemed to meet the regulatory requirements.

Part VIII - Notifications and Complaints

Regulation 31 - Notification of incidents

A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:

(d) a serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise;

Compliance Information

(d) The inspector assessed 3 notification of incident forms in relation to injuries that had been completed and submitted since the last inspection. Each of the 3 records had been completed in full by the adults and were submitted to the inspectorate within the correct timeframe. The notifiable events that occurred at the service were notified to the inspectorate within 3 working days as required by the Child Care Act 1991 (Early Years Services) Regulations 2016.