

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CC154
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Name of Service:	First Steps Creche
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Address of Service:	4 Marrick, Halycon Drive, Silversprings, Cork, Co. Cork
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Eircode:	T23 RY89
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Name of Registered Provider:	Rosaleen Cotter
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Service type:	Full Day, Part Time, Sessional
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Date(s) of Inspection:	11/05/2023
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No of pre-school children:	AM	18	PM	17
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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:	Ms. M. O'Reilly
Title:	Early Years Inspector

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	Not Applicable
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Description of service

First Steps Creche is a registered early years' service in operation since 2002. This service provides education and care to children aged from 0 to 6 years offering full day care, part time and sessional service and for the children attending the Early Childhood Care and Education (ECCE) scheme. The current opening hours are from 8am to 6pm each day Monday to Friday.

The service is located on the ground floor of a converted detached dwelling house located in a residential estate in a suburban area of Silversprings, Cork. There were two of the three care rooms in operation at time of inspection: Wobbler and Pre-school Room. The Toddler Room was not in operation at time of inspection. There were an adequate number of nappy changing facilities and children's and adult toilets in operation at time of inspection. The service has a secure, spacious, partially covered outdoor play area located to the side of the premises where children have access to outdoor play.

Staffing

There were three adults present on arrival to the service and a fourth adult commenced working in the service at 12pm to relieve the staff for their lunch time break. There are four staff in total in the service and they all work directly with the children. One of the four staff was on leave on day of inspection. There is a third level student on work placement currently attending one day a week. The student was not present at time of inspection. The staff working directly with the children all hold a major award in Early Childhood Care and Education. The registered provider is not serviced based.

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 inspections 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

The Inspector is concerned that five issues which were identified as non-compliant at the previous inspection held on the 19 April 2022 were found non-compliant again at this inspection. The registered provider gave assurances via the corrective and preventive action (CAPA) process following the inspection on 19 April 2022 of the various steps that would be taken to address the non-compliant issues and prevent their reoccurrence, however, it was found that these steps had been ineffective in this regard. These are demonstrated throughout this report.

Despite the registered provider receiving reminders from the department to forward the CAPA, There was a lack of timely engagement by the service in responding in writing in how the service had addressed the non-compliances identified in the report.

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 II - Registration and Register

Regulation 8 - Notification of change in circumstances

(1) A registered provider of a pre-school service other than a temporary pre-school service shall, subject to paragraph (3), notify the Agency in writing of any proposed change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2) at least 60 days before it is proposed that the change would take effect.

Non-Compliance Information

(1)

(3) The registered provider had not informed the Agency in writing that the service was operating outside of the service current registration status. On inspection, it was found.

- that the service had a new person in charge

This issue was found to be non-compliant in the previous inspection of 19 April 2022. The registered provider committed in the CAPA response to the inspection report that any changes in the operation of the service that the registration office would be informed through the change in circumstances process. However, it was found that that had not been the case as this issue has been identified again on this inspection.

Corrective & Preventive Action submitted by the Registered Provider

(1)

(3) In the written response received (CAPA), the following was stated by the registered provider and the person in charge:

Corrective and Preventive Action

- A change in circumstances record has been completed outlining the new named person in charge of the service.

Supporting documentation submitted

- A copy of the e-mail sent to the registration office with the change in circumstances attached was forwarded to the early years inspector and deemed satisfactory.

Summary Comment

Correspondence received was deemed to meet the requirement of Regulation (8) (1) (3) of the Child Care Act 1991 (Early Years Services) Regulations 2016.

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
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.

(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.

(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

Compliance Information

(1)

(a) The service had a person in charge

(b) The person in charge was present when the inspectors arrived at the premises and remained on duty until the end of the inspection.

(2)

The person in charge confirmed that six new adults had begun working at the service since the previous inspection undertaken on the 18/04/22, therefore recruitment records in relation to these adults were reviewed. One of the adults was a third level student.

(a) There were seven references on file from past employers in respect of the adults.

(b) There were two references from sources other than past employers in respect of the adults.

(c) A Garda vetting disclosure was available on file in respect of each of the six adults.

(4)

Three of the four staff present at time of inspection that worked directly with the children held a major award ranging from a Quality and Qualifications Ireland (QQI) Level 6 certificate to a level 8 degree in Early Childhood Care and Education. One of the adults was a third level student that had finished the workplace experience as part of the third level childcare qualification and was now hired by the service as staff.

Non-Compliance Information

(1)

(a)+(c) While there was a record present on day of inspection stating the named person in charge, the record needed to be updated who the named deputy is of the staff currently working in the service when the person in charge is not present.

(2)

(a)+(b) Three written validated references were not on file for two of the adults in attendance.

(a)+(b) There were no corresponding written validations for nine of the written reference on file.

This issue was found to be non-compliant in the previous inspection of 19 April 2022. The registered provider committed in the CAPA response to the inspection report, that all references will be in place before an employee commences employment in the service. However, it was found that that had not been the case as this issue has been identified again on this inspection

(d) One of the adults did not have the required police clearance record on file having lived outside the jurisdiction for a period of six months or more while over the age of 18 years

(3)

Three references and twelve validations were not obtained prior to new adults commencing work in the service. This issue was found to be non-compliant in the previous inspection of 19 April 2022. The registered provider committed in the CAPA response to the inspection report, that all references will be in place before an employee commences employment in the service. However, it was found that that had not been the case as this issue has been identified again on this inspection.

(4)

A qualification in Early Childhood Care and Education, as listed on the National Framework of Qualifications, was unavailable in respect of one adult that relieved staff for their lunch break on day of inspection. It was acknowledged that the adult was currently studying to obtain a childcare qualification. However, at time of inspection this adult was not qualified.

Corrective & Preventive Action submitted by the Registered Provider

In the written response received (CAPA), the following was stated by the registered provider and the person in charge:

Corrective and Preventive Action

(1) (a)+(c)

There is now a record in place on the entrance hall of the service stating the named person in charge and the named deputy of the service when the person in charge is not on duty.

(2)

(a)+(b)

Copies of the required three validated references and seven of the nine validations of references were forwarded to the early years inspectorate. The person in charge informed the Inspectorate that one of the adults is no longer working in the service so two of the nine validations were no longer required.

(3)

In the written response the registered provider stated that management will check that the required vetting and childcare qualification details are provided prior to appointing a person.

(d)

Police vetting has been applied for and is awaited in respect of the adult that had lived outside the jurisdiction for a period of six months or more. In the correspondence received a copy of receipt of applications for the police vetting was forwarded to the Inspectorate.

(4) The student that relieved staff for lunch breaks has now completed her childcare course and is now qualified to work in a childcare setting. Management will, going forward check that all adults working in the service and that are included in the adult child ratio of the service have completed a childcare qualification or have letters from third level colleges that state that the part of the child care course completed or equivalent is allowed to work in the service.

Supporting documentation submitted

(1)(a)+(c)

A copy of the record stating the named person in charge and the deputy of the service was forwarded to the early years inspector and deemed satisfactory.

(2)(a) +(b)

Copies of the required references and copies of the validations of references were forwarded to the early years inspector and deemed satisfactory.

(2)

(d) Documentation was submitted to the inspector following the inspection demonstrating that the outstanding police clearance had been applied for.

(4)

Correspondence received from the person in charge with a copy of the final statement of exam results of the student that was present at time of inspection that has now passed her childcare exams and is now qualified to work in a childcare setting.

Summary Comment

Correspondence was received and deemed to meet the requirement of Regulation (9)(1)(a)(c) (2) (a)(b)(c)(d) (3) + (4) inclusive of the Child Care Act 1991 (Early Years Services) Regulations 2016.

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 working directly with the children.
2. On the day of the inspection, there was the person in charge, and two adults across the two care rooms in operation with 18 children present in the morning and 17 children present in the afternoon session. As one of

the staff members was on leave on day of inspection, an adult commenced at 12pm to relieve staff for their lunch break. During the period of inspection, the minimum ratio of adults to children within the service, was adhered to as follows:

Wobbler Room

On day of inspection there were 5 children in attendance in the morning and in the afternoon. Four children were aged between 1 and 2 years and one child were aged over 2 years with one adult in attendance.

Preschool Room

There were 13 children in attendance in the morning and 12 in the afternoon. All the children were aged between 2 years 6 months plus to 6 years with 2 adults in attendance in the morning and in the afternoon. An adult commenced at 12pm to relieve staff for their lunch break.

(8) (a)

On review of the staff roster there are always at least 2 adults on the premises at all times.

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:

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (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;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

Compliance Information

(1)(a) to (i)

A sample portion of 12 children's registration forms were reviewed and found to contain most of the elements of information as required by Regulation 15 (a), (c) to (i) inclusive.

Non-Compliance Information

(1)
(b)The date on which five of the children commenced in the service was not recorded on the children registration forms.

Corrective & Preventive Action submitted by the Registered Provider

In the written response received (CAPA), the following was stated by the registered provider and the person in charge:

Corrective and Preventive Action

The registered provider stated that the date on which five of the children commenced in the service have now been updated in each of the respective child's registration form.

Supporting documentation submitted

Correspondence received from registered provider and person in charge stating that the respective child registration forms have been updated is accepted as evidence.

Summary Comment

Correspondence was received and deemed to meet the requirement of Regulation (15) (1) ((b) of the Child Care Act 1991 (Early Years Services) Regulations 2016.

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:

- On the day of inspection, a relaxed and calm environment was provided for the children, and it was observed that the adults spoke kindly and offered encouragement to each child.
- The children's toileting and hygiene needs were promptly and sensitively attended to. Independent use of the toilet by the older children was encouraged. Children in nappies were attended to regularly. Hand washing by the children was supported and encouraged prior to eating and post toileting.
- A mixture of adult led play and child directed play was facilitated through planning and having a variety of play and natural materials available to the children. Lots of positive interactive communication was observed during the inspection.

SUPPORTING RELATIONSHIPS AROUND CHILDREN:

- The adults were observed to be caring in their interaction with the children and observed to be interested in the children's activities and listened and spoke to them using soft tones of voice and positive language.
- Children's behaviour was managed in a competent and positive way and the adults were observed to support the children and handle any minor behavioural issues promptly. The adults supported children to be sociable and respectful towards each other and spoke and listened to them in a calm and sensitive manner.
- Updates and information were furnished to parents and guardians at drop off and collection times.

Part V - Care of Child in Pre-school Service

Regulation 22 – Food and drink

A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.

Compliance Information

- The breakfast, mid-morning, mid-afternoon snack and tea consumed on the premise is provided by the service. The children availed of the outsourced contracted hot meal service and the food was served to the children by the adults in the service They were served adequate portions of cottage pie with water to drink at lunch time. The mid-morning snack was a mixture of fruit with water or milk to drink and in the afternoon the children were served water to drink with cheese and cream crackers.
- It was observed that children were provided with appropriate cutlery and crockery at snack and mealtimes.
- Fridges were available for the storage of perishable items

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:

- Access to the main entrance door was adequately secured that prevented unauthorised access by an unauthorised person or exit by a child.
- The play materials, resources and equipment reviewed were in a satisfactory condition.
- There were child proof locks on the dishwasher units located in the playrooms.
- The outdoor play area was adequately secured.
- The area around stump of a tree located in the outdoor play area that was identified as a hazard in the last inspection dated 19/04/23 was now cornered off and children had no access to the jarred surfaced edges at the foot of the tree.

Infection Control:

- Playrooms, sleep rooms and communal areas were adequately ventilated by both natural and mechanical forms of ventilation.
- The children had access to a sufficient number of toilets, wash hand basins and nappy changing facilities.
- The adults had their own designated toilet.
- A supply of thermostatically controlled hot water, liquid soap, paper towels and toilet paper were available the service.
- A supply of cleaning agents and equipment was available in each room of the service.
- In conversation with the adult in the wobbler room it was explained that dummies and soothers were stored in the children's individual labelled containers.
- Personal waste including used tissues and all cleaning waste was appropriately disposed of in foot operated lidded pedal bins that were in a proper state of repair.
- The shed in the outdoor play area that was identified in the last report dated the 19/04/23 was removed and replaced with a new shed.

Safe Sleep:

- At time of inspection, following lunch the Wobbler playroom was converted into a sleep room for the children that required a sleep in the service. Four standard cots with safety mattresses were wheeled out of the storeroom and into the wobbler room. The four children present on day of inspection aged between 1 and 2 years slept in their own designated standard cots in the wobbler playroom. There were an adequate number of standard cots with safety mattresses for children under two that required a sleep with individual accompanying bed linen.
- The older pre-school child's rest needs were met during a planned sleeping period when stacking beds were also set up in the Wobbler room. There were a sufficient number of stacking beds available with designated suitable bed linen for each child over 2 years who wanted a sleep while attending the service.
- It was observed that a staff member was in the wobbler room at all times monitoring the sleeping children.

Non-Compliance Information

General Safety:

1. There was a six-stack high of children's chairs stored in the covered outdoor play area which the children had access to and had the potential risk of causing injury to a child.

This issue was found to be non-compliant in the previous inspection of 19 April 2022. The registered provider committed in the CAPA response to the inspection report that the practise of stacking chairs while the service is in operation had stopped. However, it was found that that had not been the case as this issue has been identified again on this inspection.
2. There was no restrictive opening device on the open bay window in the Wobbler room on day of inspection. The window opens out and had the potential risk of a person having unauthorised access.
3. The children had access to cables located at child height in the nappy changing area that had the potential risk of causing injury to a child.

Infection Control:

4. The following practices, were observed during nappy changing procedures that increased the risk of cross infection: -
 - Some of the children's hands were not washed after having their nappies changed. –
 - The adult did not wash her hands in between nappy changing procedures.
 - The single use apron was not changed after each nappy changing procedure

Action submitted by the Registered Provider

In the written response received (CAPA), the following was stated by the registered provider and the person in charge:

Corrective & Preventive Action

General Safety:

1. Chairs are no longer stacked by staff in the indoor and in the covered outdoor play area and this was included in the service safety policy. Chairs not in use are now stored in a locked shed.
2. A restrictive opening device has been installed on the open bay window in the Wobbler room.
3. The children no longer have access to the cables located at child height in the nappy changing area. The planned renovations to take place shortly include removing the cables completely from this room.

Infection Control:

4. Staff were made aware of the poor nappy changing practises observed at time of inspection. The person in charge stated that she is supervising nappy changing practises in the service.

Children's hands are washed after having their nappies changed. The staff wash her hands in between nappy changing procedures and the single use apron for each nappy change is now in place.

Supporting documentation submitted

General Safety:

1. Photographic evidence of the enclosed outdoor play area, stacked chairs removed was forwarded to the early years inspector.
2. Photographic evidence of the restrictive opening device in a proper state of repair was forwarded to the early years inspector.
3. Correspondence received from the person in charge stating that the children no longer have access to the cables in the nappy changing area is accepted as evidence.

Infection Control:

4. Correspondence received from registered provider and person in charge stating that nappy changing practises are being supervised and practise and procedure as per the nappy changing policy. A copy of the updated nappy changing policy was forwarded to the early years inspector.

Summary Comment

Correspondence was received and deemed to meet the requirement of Regulation (23) General Safety, points 1,2,3 and Infection Control point 4 of the Child Care Act 1991 (Early Years Services) Regulations 2016.

Part VI - Safety

Regulation 25 - First aid

(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.

(2) A registered provider shall ensure that a suitably equipped first aid box for children-

(a) is safely stored in an easily accessible and conspicuous position on the premises, and

(b) is available to the children attending the pre-school service at all times.

Compliance Information

(2)

(a) The first aid box was safely stored out of children's reach in the service.

(b) The first aid box was available at all times to adults if in the event that a child may require treatment.

Non-Compliance Information

(1) There was no staff member present on day of inspection with a current First Aid Responder certificate (FAR). It is acknowledged that one staff member working in the service has an up to date First Aid Responder certificate (FAR). This staff member was on leave on day of inspection.

This issue was found to be non-compliant in the previous inspection of 19 April 2022. The registered provider committed that in the CAPA response to the inspection report that staff members would be trained in First Aid Responder (FAR). This training will be part of any new leadership role. And will be agreed to, prior to being appointed. However, it was identified again on this inspection that no staff member had an up to date First Aid Responder certificate on day of inspection.

(2)

(a) The first aid box was not fully equipped.

Corrective & Preventive Action submitted by the Registered Provider

In the written response received (CAPA), the following was stated by the registered provider and the person in charge:

Corrective and Preventive Action

(1)

One staff member now has an up to date First Aid Responder certificate (FAR) and all staff will be FAR trained going forward.

(2)

(a) A new first aid box with the required supplies was purchased. The first aid box is now fully equipped.

Supporting documentation submitted

(1) A copy of the First Aid Responder certificate (FAR) was forwarded to the early years inspector and deemed satisfactory.

(2)

Photographic evidence of the newly purchased fully equipped first aid box was forwarded to the early years inspector and deemed satisfactory.

Summary Comment

Correspondence was received and deemed to meet the requirement of Regulation (25) (1) and (2) (a) of the Child Care Act 1991 (Early Years Services) Regulations 2016.

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 fire fighting 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) A record of monthly fire drills carried out was available and indicated that the last fire drill took place on the 05/05/23
- (b) A record of the number, type and maintenance record of firefighting equipment was maintained. It was recorded that the fire equipment was last serviced on the 30/08/2022 and the emergency fire alarm system was last tested and serviced on the 07/02/2023.
- (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 the service.

Part VI - Safety

Regulation 28 - Insurance

A registered provider shall ensure that the pre-school service is adequately insured.

Compliance Information

- The services' insurance certificate was available on the premises and demonstrated that the service was adequately insured. The information provided on the insurance certificate included details of the number of children covered which was 30, the start date, which was 28 March 2023, the end date, which was 27 March 2024 and the name and address of the premises. The insurance cover also referred to details regarding, contents, public liability and fire and theft cover.

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

Non-Compliance Information

- (d)
1. There were further renovations to the nappy changing room since the last inspection dated the 19/04/22. The wall beside and under the sink and beside the nappy changing facility was not provided with a smooth, durable easily cleanable surface, therefore increasing the risk of cross infection.
 2. There was a circle patch of paint removed and some other paint was loose in the same area on one of the walls in the Wobbler room. On discussion, staff stated, the wall paint came away when removing the children's art and craft, paintings and colourings from the wall.

Corrective & Preventive Action submitted by the Registered Provider

In the written response received (CAPA), the following was stated by the registered provider.

Corrective and Preventive Action

(d)1.2.

All renovations to the service were on hold due to the planning issue. The painting of the nappy changing room and the Wobbler room will take place in the coming weeks.

Supporting documentation submitted

Correspondence received from registered provider and the person in charge is accepted as evidence.

Summary Comment

Following the correspondence received from the registered provider Reg 29 (d) point 1 and point 2 will be reviewed on the next inspection.