

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CC251				
Name of Service:	Lyre Community Pre-School Playgroup CLG				
Address of Service:	Lyre, Banteer, Co. Cork				
Eircode:	P51 FD90				
Name of Registered Provider:	Sharon Moynihan				
Service type:	Sessional				
Date of Inspection:	16/09/2024				
No of pre-school children:	<table border="1"> <tr> <td>AM</td> <td>5</td> <td>PM</td> <td>N/A</td> </tr> </table>	AM	5	PM	N/A
AM	5	PM	N/A		
Address of the Early Years Inspectorate:	13 Market Square, Mallow, Cork. P51 DD5Y				
Inspection undertaken by:	E. Friel				
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	N/A
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Description of service

Lyre Community Preschool Playgroup CLG is a community setting which originally opened in 2001 and is managed by a voluntary committee. The service operates a sessional service which facilitates the Early Years Care and Education Scheme (ECCE) between the hours of 9.15 am until 12.15 pm, Monday to Friday, 38 weeks of the year. A school aged service has been in operation since September 2021 and hours of operation are from 7.30 am until 9.00 pm in the morning and 2.00 pm until 5.30pm in the afternoon.

Lyre Community Preschool Playgroup CLG is located in Lyre village approximately 6 km from Banteer in North Cork. The service operates from a care room within the grounds of Scoil Fhursa, Lyre National School and has a dedicated, partially covered, outdoor play area located to the front of the service. It comprises of a reception area with office space, children's sanitary area, spacious playroom and access door to the school.

Staffing

There were three staff working directly with the children when the inspector arrived, including an adult employed under the Access and Inclusion Model, the manager arrived a short time later. The registered provider is not service 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 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 Feedback & Concerns Department.

Acknowledgments

The inspector wishes to acknowledge the cooperation of the designated person in charge, relief staff, named persons 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) Through conversation with staff, at the introductory meeting, it was found that the service had not informed the agency of a change in circumstances regarding the timing of the sessional service from the current registered time of 9.15 am until 12.15 pm to 9.30 pm to 12.30 pm. Not ensuring this change had been updated on the national register does not allow for the accurate service operations details to be retained and published by Tusla on the National register.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The following statement was received from the manager;

- (1) The Change in Circumstances was submitted to the registration department.

Supporting documentation submitted

The following documentation was received in the office of the inspectorate;

- (1) A copy of an email confirming the change of hours from the registration department.

Summary Comment

The non-compliance found under Regulation 8 has been adequately addressed.

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.*

(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 registered provider ensured that that there was a designated person in charge and named persons available to deputise.
- (b) The relief manager answered the bell upon arrival to the inspector. The manager arrived a short time later. The relief manager, manager, and named persons remained in the service while the pre-school children were present.
- (c) There was a printed management structure, with detailed roles, visible in the reception area of the service. Staff were aware of their roles and responsibilities.
- (2) Recruitment files for the four adults working directly with the children were reviewed;
- (a) (b) There were five validated references from past employers and three validated references from sources other than past employers.
- (c) Garda vetting disclosures from the National Vetting Bureau had been obtained for the four adults. However, the service did not adhere to the re-vetting time frames as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years. Please refer to the information outlined under regulation 23 of this report.
- (d) Two overseas vetting disclosures were available for two adults who resided outside of the State for a period of six consecutive months or longer as adults.
- (4) Qualification certificates on file for all four adults indicated that each adult had a major award in Early Childhood Care and Education, ranging from levels 5 to 8, on the National Framework of Qualifications.
- (7)
- (a) The registered provider ensured that all employees were appropriately supervised and provided with appropriate information and where necessary training.

Team Meetings

- Staff stated that structured supervision meetings with management took place on a quarterly basis with meetings scheduled every three months. Documentation was available from management to evidence that the last meeting had taken place on 12 September 2024, topics included details of booked training for staff. Staff stated informal meetings take place daily and minutes of formal meetings from 28 August to 6 September were furnished to the inspector. These included topics such as keyworkers, observations, parent handbook and first aid supplies.

Training

Staff stated an induction period was carried out which included staff signing to that they had read the policies and procedures required by the service.

Certificates were available which evidenced that staff had participated in the following training courses;

- Always Children First Child Safeguarding Awareness Training
- Introduction to Children First E-Learning Programme
- Leadership for Inclusion in Early Years Programme; two staff member have this completed and a third staff member was enrolled to start the course.
- Lamh training.

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, procedures and statements were reviewed by the inspector and were found to contain the required information;

- Inclusion
- Staff Training
- Supervision

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.*
- (3) Subject to paragraph (5), a registered provider of a sessional pre-school service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 2 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) therefore at that reference number is satisfied.*

Compliance Information

- (1) When the inspector arrived there were three adults, including one adult employed under the Access and Inclusion model, working directly with the children.
- (3) The minimum adult/child ratios were met. There were five sessional children in attendance with three adults. In addition, the manager arrived a short time after the inspection began to facilitate the inspection process.

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;*
- (3) A record in writing referred to in paragraph (1) shall be open to inspection on the premises by-*
- (c) an authorised person.*

Compliance Information

- (1) (f) and (3)
- (f) An individual care plan together with all the relevant information was available for one child in the service. These documents were furnished to the inspector. All staff were aware of the child's individual goals in the event their keyworker was absent to ensure the individual needs of the child were being met on a daily.

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:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;
- (b) details of the class of service and the age profile of children for which the service is registered to provide services;
- (c) details of the adult: child ratios in the service;
- (d) the type of care or programme provided in the service;
- (e) the facilities available;
- (f) the opening hours and fees;
- (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;
- (h) details of attendance by each pre-school child on a daily basis;
- (i) details of staff rosters on a daily basis;
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;
- (k) details of any accident, injury or incident involving a pre-school child attending the service.

(3) A record referred to in paragraph (1) shall be open to inspection on the premises, by an authorised person.

Compliance Information

- (1)(a) The name, position, qualifications and experience of the manager, relief staff, and named persons were observed to be kept in the staff recruitment files.
- (b) Details of the class of service and the age profile of children for which the service is registered to provide were available on the Tusla Registration Certificate displayed on the notice board in the reception area and in the Parent Handbook which staff stated had been given to all parents at the start of the new term.
- (c) The details of the adult child ratios were kept in the Parent Handbook.
- (d) (e) (f) The type of care programme available was detailed in the Parent Handbook along with the facilities available, opening hours and fees.

- (g) The services policies and procedures, required for Regulation 10, were kept in soft form in the reception area and were referenced in the Parent Handbook.
- (h) Attendance records for each child were available and stored in an attendance book in the care room. The inspector noted that the records dated back to 6 February 2024 and each child's time of entry and exit were recorded for each day while attending the sessional hours of the service. In addition, a parent sign in book was also available in the reception area which confirmed the entry details recorded by the staff.
- (i) The staff rosters were furnished to the inspector and were noted to have been completed daily reflecting the changes that had occurred. Examples included staff absence/sickness/relief staff.
- (j) Staff stated no medication had been administered since the start of the new term.
- (k) Four Accident/Incident forms from the 31 January 2024 through to the 9 September 2024 were reviewed; these were found to contain all of the particulars required.
- (3) The records referred to in paragraph (1) above, were open to review by the inspector on the premises.

Part IV – Information and Records

Regulation 17 – Information for parents

A registered provider shall ensure that a parent or guardian of a child proposing to attend the service is provided with the information referred to in subparagraphs (a) to (g) of Regulation 16(1).

Compliance Information

A parent handbook containing and referencing the information referred to in subparagraphs (a) to (g) of Regulation 16 (1) was furnished to the inspector. Staff stated that the parent handbook is given to each parent/guardian at the start of the pre-school year and the inspector observed that the policies and procedures of the service were available in the reception area of the service.

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:

- Food prepared by the parents/guardians was served at 10.45 am and children had access to their individual water bottles.
- Staff were heard reminding children to use the toilet facilities while they were playing indoors and outdoors. Children were observed being escorted into the sanitary area with staff available to provide assistance, if required. In conversation, staff stated children in pull ups are checked after snack between 11.00am and 11.30 am and as required, this practice was observed on the day.
- Independence was promoted with children being supported and encouraged to put on their footwear and clothing for outdoor play by the adults.
- Children had the opportunity to rest and relax with soft seating in the form of child size couches and matting in the designated area, located away from noisy activities. Blinds on the windows provided shade from the sun.
- An adult employed under the Access and Inclusion Model (AIM) was available in the room to facilitate the specific needs of individual children, ensuring children could participate in their chosen activities.
- Children were observed to have the room to move and explore in both the indoor and outdoor play areas.

SUPPORTING CHILDREN'S RELATIONSHIPS:

- Staff were observed listening to children's conversations and using strategies including questioning and explaining to extend the children's thinking and learning. An example included a staff member asking a child had they ever play a specific game and when the child answered the staff member went onto explain how the game was played.
- Children were encouraged to engage positively with one another with staff helping them to find positive solutions to minor issues, supporting them, and reminding children to keep their hands to themselves in the outdoor play area.

- Staff stated they work in partnership with parents with each child allocated a keyworker. In conversation staff furnished the inspector with examples of observations recorded of their key children.
- Various forms of communication were stated as being used to communicate with parents/guardians including exchanging information at drop off and collection, an individual and group messaging application, and seasonal newsletters. The inspector was given examples of photographs and communication with parents/guardians including messages and photographs sent to parents/guardians reassuring them of their child settling-in to the service.
- Staff stated informal meetings take place daily between the staff and formal supervision takes place every three months with the manager.

PHYSICAL AND MATERIAL ENVIRONMENT:

- The care room was laid out in clearly defined areas with resources which provided opportunities to enhance the learning needs of the children across all developmental areas.
- Age and stage appropriate equipment and materials were available from the perspex storage boxes stored within easy reach on low-level shelving in the care room.
- Children were observed playing in the secure outdoor play area, which included a large, covered area, offering alternative environments for the children to play and explore in all weathers. A range of age and developmentally appropriate equipment was provided which provided opportunities for the children to practice their gross motor skills of pushing, cycling, bouncing, rocking, running and balancing. A number of picnic tables with sand and water trays were available for children to sit at and engage with the sensory materials.

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 secured on arrival and a staff member answered the bell ensuring that no unauthorised adult could enter the building. Staff can access service by way of a keypad.
- The adult sanitary area was secured with a hook and eye latch, ensuring the area was inaccessible. Adult personal belongings were stored behind the door in this area.
- Low-level glass doors had visible circle stickers alerting children to presence of glass in the door.
- Blind cords on the windows in the care room were secured with hooks, placed out of reach of the children.
- Toys and physical play equipment in the indoor and outdoor areas were noted to be in good condition and well maintained.
- The outdoor play area was secured with high metal fencing and the high metal gate was secured while the children were in the area.
- Cleaning agents were stored above the counter in the care room, out of reach of the children.

Infection Control:

- Sinks in use by the adults and children were supplied with thermostatically controlled hot water, ranging from 33.2°C to 38°C, dispensing soap, paper towels and pedal operated bins for the disposal of paper waste.
- Perishable food was observed being removed from the fridge at snack time by the staff ensuring the food did not spoil.
- Children's personal belongings were stored on hooks in the reception area, away from the floor area.
- Tissues were observed in use helping to prevent the spread of infection.
- Cleaning schedules for the sanitary areas and the care rooms were noted to be completed and up to date.

Administration of Medication:

- Anti-febrile medication, stored in its original container, was stored in a locked box located high on the wall at the sink, inaccessible by the children.

Safe Sleep:

- No children were observed sleeping in the sessional service on the day of inspection.

Fire Safety:

- Emergency fire exit doors were unobstructed, facilitating the quick evacuation of adults and children in the event of an emergency.
- The fire assembly point was visible; at the back of the wall of the covered outside play area.
- Fire extinguishers were noted to be secured in a protective box in reception.

Outing:

- The manager stated that no outings take place in the service.

Non-Compliance Information

General Safety:

- (1) Garda vetting was available for all four adults. However, two of the adult's vetting disclosures were not dated within the previous three years in adherence with the Early Years Inspectorate Regulatory Notice 'EYI- RN12.3 Renewal of Garda Vetting'.

Infection Control:

- (2) Contrary to the service's nappy changing policy which stated that "Nappy changing is carried out with the utmost care following best practice guidelines on safety, hygiene..." this was not observed in practice on the day. The inspector observed a changing mat on the floor of the children's sanitary area, in conversation staff stated that children are changed on the mat which is placed on the floor while staff change children, posing an infection control risk from the mat being on the floor before and after use while children are using the sanitary area throughout the morning.
- (3) Although a nappy bin was in use it was not pedal operated, staff were observed handling the lid to dispose of items including a pull up along and disposable gloves. This had the potential to increase the risk of cross contamination from the number of adults in the service handling the lid to dispose of used items.
- (4) While the nappy changing procedure stated that "Disposable aprons and gloves must be changed between each nappy change" the inspector observed that the staff member was not wearing a disposable apron while changing a pull up. In discussion, the staff member stated that they had just ran out of aprons, posing both the risk of cross contamination and infection control.
- (5) A vinyl chair and sofa in the quiet rest area were frayed at the corners making effective cleaning difficult.

Action submitted by the Registered Provider

Corrective & Preventive Action

The following statements were received from the manager;

General Safety:

(1) Garda vetting disclosures were applied for and subsequently received. A new staff file checklist is now in use to ensure all necessary documentation is on file before any adult commences employment in the service.

Infection Control:

- (2) The changing mat was removed from the service.
- (3) A pedal operated nappy bin was purchased and is now in place.
- (4) Disposable aprons are now available for staff use. Staff will monitor use to ensure that new supplies are available when needed.
- (5) Staff will check regularly to ensure that the equipment and furniture are in a good state of repair.

Supporting documentation submitted

The following documentation and photographic evidence was received in the office of the inspectorate.

General Safety:

(1) Copies of two renewed vetting disclosures for the two adults for whom they were required.

Infection Control:

- (2) The statement from the manager that the changing mat was removed from the service has been accepted.
- (3) A photograph of the pedal operated, sealed, lidded and lined nappy bin.
- (4) Photograph of the disposable aprons in the children's toilet area.
- (5) Copy of an order for a new soft furnishings.

Summary Comment

The actions taken by the manager have addressed the non-compliances found on inspection under Regulation 23.

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) (b) The first aid bag was within reach of the adults in the service while the pre-school children were present.

Non-Compliance Information

- (1) There was no adult with current First Aid Responder (FAR) training in the service. While certificates were available to evidence that two adults were trained in paediatric first aid, and were available to the children at all times, there was no adult with a current First Aid Responder (FAR) certificate. In conversation, the manager furnished evidence of confirmation of FAR training which was booked for 21/28 September and 5 October 2024.
- (2) The first aid bag was not suitably equipped as there were items missing such as large and medium dressings, burn gel and eye patches. This was also noted as a non-compliance on the last inspection on 21 March 2022 in which the registered provider stated that the first aid box would be checked regularly and items replaced as necessary. This was not found in practice on the day.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The following statements were made by the manager;

- (1) First Aid Responder (FAR) training has been completed. An adult trained in FAR training is available to the children at all times. The new staff file checklist will ensure that the dates of all training are recorded to ensure that the qualification does expire prior to new training being completed.
- (2) All first aid equipment has been replaced. Staff will check regularly to ensure that there are sufficient quantities of equipment available at all times. A new checklist has been added to the box.

Supporting documentation submitted

- (1) A copy of a letter of confirmation of the completed FAR training, supplied by Cork County Childcare Committee, was received in the office of the inspectorate.
- (2) Photographs of the missing first aid equipment was received in the office of the inspectorate.

Summary Comment

The actions taken by the manager have addressed the non-compliances found under Regulation 25.

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.
- (2) The record referred to in paragraph (1) shall be open to inspection by-
- (c) an authorised person.
- (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)
- (b) Written records were available detailing the number, type and maintenance of firefighting equipment in the service and the smoke alarms. The firefighting equipment certificate was dated 8 November 2023 and the smoke alarm certificate was dated 2 September 2024.
- (2)
- (c) Both the firefighting equipment certificate and the smoke alarm certificates were open to review on the morning of inspection.
- (4) The Emergency Evacuation Procedures to be followed in the event of a fire were located on the wall of the care room.

Non-Compliance Information

- (1)
- (a) There were no records available of any fire drills carried out in the service in 2024. The manager stated that these had been misfiled and was unable to locate them on the day of the inspection.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The following statement was made by the manager;

- (1) The fire drills were located and returned to their original folder. Staff have been reminded to file the fire drills in the correct folder.

Supporting documentation submitted

- (1) Copies of the fire drills from 2024 were received in the office of the inspectorate. The statement from the manager has been accepted.

Summary Comment

The actions taken by the manager has addressed the non-compliance found under Regulation 26 (1) (a).

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

Appropriate supervision of children was observed throughout the morning in both the indoor and outdoor areas.

- On arrival all three staff were visible in the single care room with the children.
- The layout of the room allowed staff to easily supervise the children moving between defined areas.
- Children leaving the care room to go to the nearby sanitary area were observed being escorted by staff ensuring that the children’s dignity and privacy was respected throughout the process. Staff stated that depending on the individual needs of the children some children can manage toileting on their own and other children require additional help.
- Children dressing for the outdoors were supervised by three adults ensuring that their needs were met with regards to appropriate clothing and footwear.
- Two staff were observed supervising the children in the secure outdoor play area and were then joined by a third staff member when the indoor cleaning, after messy activities, had been completed.
- A viewing panel was noted on the door between the care room and the adjacent reception area where the adult and children’s sanitary areas are located.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

Insurance documentation was available which evidenced that the service is currently insured for 22 sessional and 22 school age children. The date of expiry was recorded as 27 March 2025, and the particulars included fire and theft and public liability.

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,*
- (d) cleaned, maintained and repaired, as required.*

Compliance Information

- (a) The building appeared to be of sound and stable structure.

Non-Compliance Information

- (d)
 - (1) A ceiling tile in the children's bathroom area was water stained and black mould was visible, which looked unsightly. In discussion, staff stated that it was due to water damage, and the damaged tile had been reported to management.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (d)
 - (1) The tile has been cleaned with appropriate materials and painted with anti-mould paint. Damaged tiles will be removed in the future.

Supporting documentation submitted

- (1) A photograph of the ceiling tile with the mould removed was received in the office of the inspectorate.

Summary Comment

The action taken by the manager has addressed the non-compliance found under Regulation 29 (d)

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*
 - (c) *the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.*
- (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.*
- (4) *A registered provider shall ensure that a record in writing referred to in paragraph (2)(a) is retained for a period of 2 years from the date on which the complaint has been dealt with.*

Compliance Information

- (1)
- (a), (b) and (c) The service’s Complaints Policy was available and was furnished to the inspector. It contained the procedure to be followed in the event of a complaint, the manner in which the complaint was dealt with and procedures for keeping the complainant informed.
- (2)
- (a) (b) Two records of complaints to the service were furnished to the inspector and a timeline of response to same was documented.
- (3)
- (a) (b) The records in writing referred to in (2) (a) contained the nature of the complaints and how they had been actioned along with the timelines of response. These records were available in the service and were reviewed by the inspector.
- (4) The manager was aware that the records are required to be kept for a period of two years from the date on which the complaint was dealt with, and this was also detailed in the policy.