

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015CC446
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<b>Name of Service:</b>	Tots to Teens Childcare Ltd.
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<b>Address of Service:</b>	Manor House, College Road, Carrig na bhFear, Co. Cork
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<b>Eircode:</b>	T34 ND26
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<b>Name of Registered Provider:</b>	Tracy Murphy
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	13/05/2024
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<b>No of pre-school children:</b>	AM	100	PM	89
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate Administration Building St Mary's Health Campus Gurrabraher Cork
<b>Inspection undertaken by:</b>	D Prendergast & F Collins
<b>Title:</b>	Early Years Inspectors

### Authority to Inspect

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

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

Tots to Teens Childcare Ltd is a privately owned service, that offers full day, part time and sessional early years care. It is registered to accommodate children aged one to six years. This includes children attending the Early Childhood Care and Education (ECCE) Scheme, which is facilitated between 9.00am and 12.00pm daily, over a 38-week annual period. The service is open 50 weeks of the year, with operational hours from 7.00am to 6.00pm each Monday through to Thursday and from 7.00am to 1.00pm on Fridays. A registered school age service is also available.

Located on the outskirts of the village of Carrig na bhFear, in Co. Cork, the premises consists of a three-storey detached building, which formerly operated as a boarding house. There are a total of nine registered care rooms, however, only eight of these rooms were in operation at the time of inspection; the room formerly referred to Preschool 7 and located on the second floor had been converted into a staff room. An alternative registered room on the first floor is now referred to as Preschool 7. A designated sleep room is accessible adjoining the Creche room and each of the care rooms have either adjoining or adjacent sanitary facilities. The building also includes a kitchen, storage rooms and a sluice room. A prefabricated cabin beside the main building is used as an office space and the children have access to an enclosed outdoor play area on site.

### Staffing

A total of 25 adults are employed at the childcare facility, of whom 20 work directly with the early years children. The registered provider is available to provide cover as required. Two staff are employed in cleaning and school age care roles, a further two staff are employed as cooks and one staff member is employed as a bus driver. These staff are not involved in the direct care of the pre-school children.

### 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.

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

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

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

## Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, supervisor, 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
  - (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.

#### Compliance Information

- (1)
- (a) The service had a designated person in charge and a deputy person in charge on the premises, on the day of inspection. The staff were aware of who was in charge at all times.
  - (b) The person in charge or the named deputy person in charge were on the premises at all times during the operation of the service. The deputy person in charge was on the premises when the inspectors arrived and the registered provider arrived a short time later.
  - (c) There was a clear structure in the service that identified the management structure. Each care room had a room leader and childcare staff. The staff were aware of who was in charge at all times.
- (2) Twenty-five adults work at the service and all 25 adult files were assessed for completeness.

- (a) Of the 50 references required, 40 validated references were available from past employers.
- (b) Of the 50 references required, 10 validated references were available from a source other than a past employer.
- (c) Garda vetting disclosures were on file for all 25 adults who work in the service. However, the service did not adhere to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew staff Garda vetting every three years. Please refer to the information outlined under Regulation 23 of this report.
- (d) Police vetting was required, available and translated where required for one staff member who works in the service and had access to children.
- (4) Twenty adults required a qualification, as they worked directly with pre-school children. Of the 20 staff, a record of 19 relevant qualifications in Early Childhood Care and Education at level 5 or above, were held on file.

## Non-Compliance Information

(4)

One qualification certificate was not on file for a staff member who worked directly with the children. Not ensuring that staff are adequately qualified to work with children may allow for staff who do not hold the requisite skills, to work directly with children.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

The written response stated that the staff member in question has since ceased employment at the service. As a preventive measure, qualifications checks will be carried out by management on all certificates received.

### Supporting documentation submitted

The statement from the registered provider is accepted as evidence.

## Summary Comment

The written response is accepted in meeting the requirements of the regulation.

### Part III – Management and Staff

#### Regulation 11 - Staffing levels

(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

(2) During the morning, the adult child ratio met the regulatory requirements, as outlined in the following table:

Room Name and Age Range of Children	Number of Children Present	Number of Adults Present
Wobbler (1 ½ - 2 ½ years)	15	3
Creche (1 – 2 years)	9	2
Junior Preschool 3 (3 - 4 years)	11	1
Junior Preschool 4 (2 ½ - 4 years )	15	2
Junior Pre-school 5 (3 - 4 years)	6	1
Toddler (2 – 3 years)	10	2
Pre-school 7 (4 – 5 years)	16	2
Pre-school 8 (4 – 5 years)	18	2

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

### Non-Compliance Information

- (2) The minimum ratio of adults to children was not met in the afternoon. It was recorded that between 1.05pm and 1.31pm, when ratios were reviewed, a total of 12 adults were available to 89 children, where 13 adults were required. The rooms, which were providing full time day care, were in operation as follows:

Room Name and Age Range of Children	Number of Children Present	Number of Adults Present
Wobbler (1 ½ - 2 ½ years)	15	2
Creche (1 – 2 years)	11	1 + 1 available in office
Junior Preschool 3 (3 - 4 years)	8	1
Junior Preschool 4 (2 ½ - 4 years )	15	2
Junior Pre-school 5 (3 - 4 years)	6	1
Toddler (2 – 3 years)	11	1
Pre-school 7 (4 – 5 years)	8	1
Pre-school 8 (4 – 5 years)	15	2

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

In the written reply, it was stated that on the day of inspection, a number of staff were absent due to leave and illness. It further outlined that ratios were not met between 1.05pm and 1.31pm due to staff breaks and that in normal circumstances, ratios are maintained at all times with staff taking staggered breaks. Although the current staffing crisis is challenging, going forward, the service will endeavour to maintain staff ratios at all times and if necessary will temporarily close a care room, or rooms, in order to ensure that ratios are maintained.

#### Supporting documentation submitted

The statement submitted is accepted as evidence.

#### Summary Comment

Based on the statement submitted by the service, regulatory compliance is determined to have been met.

### 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

(1)(a)

#### Basic needs:

- Regular meal breaks were facilitated at the setting; the inspector was advised that the mid-morning snack had taken place at 9.20am, a hot lunch meal was observed at 11.30am, followed by a hot snack shortly before 2.00pm and it was reported that another snack was offered later in the afternoon.
- Mealtime routines took place in a relaxed environment; the children chatted freely and were afforded plenty of time to eat and drink.

- Throughout the care rooms, staff ensured that drinking water was available to the children both during and outside of mealtimes. In the Wobbler room, one of the children was noted to easily retrieve their water bottle when they were thirsty and staff also reminded children to have some water, by offering their water bottles to them.
- Nappy changing occurred regularly throughout the day and was observed to be carried out in a caring and reassuring manner. Older children were encouraged to use the toilet facilities independently and this practice was supervised by the adults, as the sanitary facilities were located separately from the care rooms.
- Wipes were provided for the children to clean their faces, after the main lunch meal and it was noted that boxes of tissues were available in some of the care rooms, which supported children to attend to their own personal hygiene.
- The children in the Creche room were facilitated to sleep at various times throughout the day, as observed, while scheduled rest periods were incorporated for the children in the Wobbler and Toddler rooms. During discussion with a staff member in the Wobbler room, it was confirmed that if a child were to display signs of tiredness outside of the designated sleep period, they would be accommodated to sleep as needed.
- Adequate space was available within the various rooms to accommodate the children's freedom of movement, as they participated in both structured and free play activities. Outdoor games and activities were also observed at the time of inspection.

### Part V - Care of Child in Pre-school Service

#### Regulation 20 – Facilities for rest and play

*(1) Subject to this regulation, a registered provider shall ensure that-*

*(b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.*

#### Compliance Information

- (1)
- (b) There was a designated sleep room adjoining the Creche room, which was equipped with eight standard cots and safety mattresses, with waterproof mattress protectors. Fourteen additional cots were held in storage and available for use as required, for example, to accommodate children aged under two in the Wobbler room.

Children aged over two years had the use of stackable beds and linen, which were brought into the various care rooms during scheduled rest periods. A total of fifty-five stackable beds were accessible.

### Non-Compliance Information

(1)(b)

1. While rest areas were included within all of the care rooms, in the following rooms, these spaces were under furnished and required development, in order to adequately meet the children's need for rest and relaxation:
  - Toddler room: the rest area consisted of a large floor mat.
  - Wobbler room: a large floor mat was available.
  - Junior Preschool 5: a book area was provided, however there were no adjacent soft furnishings or seating.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

The response submitted stated that, since the inspection, each of the named rooms have been adjusted and have upgraded their cosy areas. As a preventive measure, all staff have been made aware of the need for rest areas and while there were large mats available, the areas have been developed to make them more appealing to the children.

#### Supporting documentation submitted

Photographic evidence to demonstrate that the rest areas in each of the three care rooms have been developed to create inviting spaces for children.

### Summary Comment

The corrective action implemented has addressed the non-compliance identified under regulation 20.

### 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:

- Upon arrival at the service, the prevention of unauthorised access was observed to be ensured; the entrance gate at the side of the building was secured with a key pad/buzzer entry system. Beyond this point, another key pad mechanism was in place at the door that provided access to the main building. Exit through this door was via a high-level door release button, which reduced the risk of a child exiting, while unsupervised. It was noted that parents were familiar with the entry codes.
- The outdoor play environment was enclosed by high-level fencing and gates, with sliding bolts.
- In the younger care rooms on the ground floor, storage/kitchenette areas were partitioned in order to reduce the risk of a child accessing potentially harmful materials.
- First aid supplies were maintained out of the children's reach.
- Firefighting equipment was tethered.
- The highchairs in the Creche room were fitted with safety harnesses.

##### Infection Control:

- Handwashing and drying facilities included liquid soap, disposable paper towels and lidded, pedal-operated bins. It was noted that the children washed their hands after having their nappies changed, after using the sanitary facilities and before eating lunch.
- Within the nappy changing areas, the children's toiletries were stored separately, which reduced the risk of cross infection.
- Single use aprons and gloves were observed to be worn during nappy changing procedures and were disposed of after each nappy change. The changing mat was sanitised in between nappy changes and suitable, foot pedal operated bins were provided for the disposal of nappies.
- Labelled, wall hook storage was in place for the children's coats and bags.
- Individual containers were noted to be in use to store the children's soothers.
- A staff member was observed to clean the toilet facilities adjacent to Preschool 8, after use by the children. In addition, staff were observed to sanitise tables within the care rooms and to sweep the floor.
- Windows were open in each of the care rooms, which provided a supply of natural ventilation.

### Administration of Medication:

- Medication was not observed to be administered to any of the children.
- Prescribed medication was noted to be safely stored in areas that were inaccessible to children.
- During discussion, a staff member confidently outlined the procedure to be followed in the event that specific medication may be required by one of the children.

### Safe Sleep:

- Frequent checks of children's position, breathing and colour were carried out by the adults, while the children slept. The corresponding details were logged on a digital application and a sample of these records was viewed by the inspector.
- Recorded air temperatures in the Wobbler care room and in the Creche sleep room, fell within the range of 18°C to 22°C, as per safe sleep practice for children aged over 12 months. While in use to accommodate sleeping children, the temperature of the Wobbler room was recorded at 20.7°C and an air temperature of 20.7°C was also taken in the Creche sleep room.

### Fire Safety:

- Fire exits were maintained free from obstruction.

### Outing:

- Not applicable, as an outing from the service was not conducted.

## Non-Compliance Information

### General Safety:

1. Garda vetting was available for all adults working in the service, however, the vetting for four of the staff members was obtained more than three years previously and was not in adherence with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting'.
2. The outdoor area was divided into five areas, four of the five areas were covered by artificial grass. The artificial grass covering was lifting, split or torn in three of the four areas. These irregularities on the surfaces posed a risk of the children and staff tripping or falling.
3. The floor covering on the corridor at the top of the white stairs on the first-floor corridor was torn and posed as a trip hazard to children, parents, guardians and the staff who accessed this area.

### Infection Control:

4. Cold water temperatures, which may impede effective handwashing, were noted at the wash hand basins in the following areas:
  - the nappy changing area used by the Wobbler room: water temperatures of 13.5°C , 13.4°C and 13.5°C were recorded at the three wash hand basins.
  - the wash hand basin in Junior Preschool 3: a water temperature reading of 15.8°C was taken
  - the wash hand basin in Junior Preschool 4: a temperature of 14.6°C was taken
  - the three wash hand basins in the sanitary facility adjacent to Junior Preschool 3 and 4: water temperature readings of 15.7°C 15.9°C and 16°C and were taken.
  - one of the wash hand basins in the nappy changing area on the first floor: a water temperature of 16.5°C was recorded.

### Administration of Medication:

5. The expiry date had passed on one of the two medications that were held in respect of a child. This posed a risk that expired medication, which may be unsafe to use, could be administered to a child.

### Safe Sleep:

6. The air temperature in the Toddler room was not maintained between 18°C and 22°C, as required for safe sleep practice for children aged over 12 months. A temperature reading of 22.9°C was recorded, while this room was in use to accommodate a scheduled sleep period.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

##### General Safety:

1. The written reply stated that updated Garda vetting for said staff members has been applied for.
2. Since the inspection, the artificial grass in said areas has either been removed or fixed. As a preventive measure, daily inspections will be conducted by the deputy each morning, to ensure that the outdoor area is safe to use.
3. A mat runner is currently in place to cover the flooring in the corridor, as replacement flooring is awaited. The new floor covering will prevent any trip hazards. The deputy advised that the new flooring will be installed in July 2024.

### Infection Control:

- Staff members in the Wobbler room and in the Junior Preschool rooms advised management that, on the morning of the inspection, the hot water switches had not been turned on. The water tanks in each of said rooms have been checked and the thermometer used to regulate the hot water temperature has been adjusted to the correct temperature of 43°C or below. Current temperature readings are noted as between 35°C and 42°C. Going forward, water temperatures will be monitored daily by room leaders. Staff members have also been advised of the importance of turning on the hot water each morning.

### Administration of Medication:

- The expired medication has been returned to the parents and disposed of correctly. Staff members have been advised about the importance of checking the expiry date on each medication and have also been instructed to ensure that any out of date medication is returned to parents immediately.

### Safe Sleep:

- Staff members will ensure that both windows are opened first thing each morning, in order to ensure that the room is maintained at the correct temperature, especially in the warm weather. Daily inspections will be conducted by the deputy, to ensure that all room temperatures are within the correct temperature range.

### Supporting documentation submitted

#### General Safety:

- Updated Garda vetting disclosures were submitted in respect of the four adults.
- Photographs of the outdoor area.
- A photograph of the mat, which has been put in place to cover the current torn flooring.

### Infection Control:

- The statement submitted is accepted as evidence.

### Administration of Medication:

- The statement submitted is accepted as evidence.

### Safe Sleep:

- The statement submitted is accepted as evidence.

### Summary Comment

Points 1, 2, 4, 5 and 6 have been adequately addressed. In relation to point 3, the mat runner is accepted as a temporary measure, until the new flooring can be fitted. This will be reviewed at the next inspection.

### 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

- (1) Four of the staff in the service had up to date first aid responder (FAR) training. This allowed for a staff member with appropriate first aid training to be available to the children at all times, during the operation of the service.
- (2)
- (a) There were first aid boxes available on all three floors. These boxes were appropriately stocked and the equipment contained within were in date and in sufficient quantity.
  - (b) The first aid equipment was accessible to the staff at all times, in the event it would be required.

### 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)
- (a) There was a record of the fire drills completed by the service available for inspection. The date of the last fire drill completed was recorded as having taken place on 1 May 2024.
- (b) There was a record of the number, type and maintenance of the firefighting equipment. The fire extinguishers were last serviced on 6 June 2023 and the fire alarms were last serviced on 11 September 2023. A certificate for same was available for inspection.
- (2)
- (c) The fire drills records, fire alarm and fire extinguisher certificates were available for inspection by an authorised person.
- (4) The fire evacuation procedure notices were displayed throughout the service and on each floor, near the exit doors.

## Part VI - Safety

### Regulation 28 - Insurance

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

## Compliance Information

The service had an in-date insurance certificate. The certificate indicated that 140 children were insured to attend. The commencement of the insurance was the 01/03/2024, with an expiry date of 28/02/2025.

## Non-Compliance Information

The insurance policy provided on the day of inspection did not indicate the type of service insured. Not appropriately insuring the service may hinder appropriate management of concerns that require a response from an insurance company. It was acknowledged that details of updated insurance cover were received on 16 May 2024.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

The service's insurance company was contacted and an updated insurance cert was issued. This includes the required details and states that the service provides full day care. In future, the service will ensure that all correspondence with the insurance company includes the correct information.

### Supporting documentation submitted

A copy of the updated insurance certificate was received on 17 May 2024. The certificate outlined that the service was covered to provide full day care and that the policy was valid until 27 March 2025.

### Summary Comment

The non-compliance identified under this regulation has been adequately addressed.

## 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*
- (e) equipped with adequate and suitable sanitary facilities*

### Compliance Information

(e) Overall, there were adequate sanitary facilities available for the children as follows:

- On the ground floor, adjoining the Creche room, there was one nappy changing unit and one wash hand basin. In a separate room on the same floor, there were three nappy changing units and three wash hand basins.
- On the first floor, there was one sanitary facility adjacent to Junior Preschool 3 and Junior Preschool 4, which consisted of four toilets and three wash hand basins. A second shared sanitary facility was located adjacent to Junior Preschool 5 and Preschool 7 and was equipped with two toilets and two wash hand basins. Junior Preschool 4 had an adjoining nappy changing facility, which comprised one nappy changing unit and one wash hand basin and there was a second nappy changing facility adjacent to the Toddler room, which had two changing units and two wash hand basins.
- On the second floor, one sanitary facility was available and this was equipped with four toilets and two wash hand basins.

The staff sanitary facilities consisted of three toilets and three wash hand basins.

### Non-Compliance Information

- (d) In the Toddler room, there was evidence of mould growth adjacent to both windows.
- (e) Two of the taps within the sanitary facilities on the first floor were not maintained in proper working order, as follows:
- A tap at one of the wash hand basins in the sanitary facility adjacent to Junior Preschool 3, was covered with a disposable glove and was not working. The supervisor later advised that this tap had been leaking.
  - A mixer tap in the nappy changing facility adjacent to the Toddler room, was wrapped in cello tape and was unavailable for use.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

- (d) The response stated that the mould growth adjacent to both windows in the Toddler room has been removed. The area has been painted and will be closely monitored to prevent reoccurrence.
- (e) The taps within both sanitary facilities have been replaced. Going forward, the service's safety officer will ensure that all taps are working correctly and will replace any broken taps immediately.

#### Supporting documentation submitted

- (d) Photographic evidence to demonstrate that the areas have been repainted.
- (e) Photographs of the replacement taps.

### Summary Comment

The corrective actions implemented have addressed the non-compliances identified under regulation 29.