

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier: TU2015CE055

Name of Service: Happy Hippo's Pre-School

Address of Service: Cratloekeel, Cratloe, Co. Clare

Eircode: V95 A5YW

Name of Registered Provider: Elaine Counihan

Service type: Full Day, Part Time, Sessional

Date of Inspection (Day 1): 30/04/2024

Date of Inspection (Day 2): 01/05/2024

Regulatory Compliance Meeting: 03/07/2024

No of pre-school children (Day 1):	AM	32	PM	26
No of pre-school children (Day 2):		32		32

Address of the Early Years Inspectorate: Quality and Regulation Directorate
Tusla Child and Family Agency
Ennis Primary Care Centre
Station Road
Ennis
County Clare
V95TY4E

Inspection undertaken by: Á. McCarthy

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

Description of service

Happy Hippo's Pre-School was established in 2007 as a privately operated full day and part-time service in Cratloe, County Clare. The service provides care for children ranging in age from six months to six years, Monday to Friday from 08:00 to 18:00. A school aged childcare service is provided each afternoon in a prefabricated modular structure to the rear of the building.

The service is facilitated in a two-storey modified house. The baby room, adjacent sleep room, the Toddler room and the kitchen are located on the ground floor. The playful tigers, the happy monkeys rooms and a small sensory room are located on the first floor. The care rooms include: the baby room (age range: nine months to one year of age), the Toddler room (age range: one to two years), the playful tigers (age range: four to five years). Two outdoor play areas are available for the children. These areas are located to the side and the rear of the building.

Staffing

Thirteen adults are employed by the service. On the 30 April 2024 the registered provider, seven childcare workers and auxiliary person who prepares, cooks and serves the dinner were present. On the 01 May 2024 the registered provider, eight childcare workers and auxiliary person who prepares, cooks and serves the dinner were present. The registered provider is the owner and the manager of the service. The registered provider works in the service as an administrator, provides relief in the rooms and collects the school aged children from school.

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 focused on an examination of compliance under Regulations 9, 10; 11, 16, 19, 23, 25, 29, 30 and 32. A sampling process was used to assess compliance under regulation 10, 16 and 23. 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.

Governance:

The inspection was triggered by information that was received by the inspectorate.

03 July 2024

A regulatory compliance meeting was convened with the registered provider to discuss the areas of non-compliance identified in the inspection report and the corrective and preventive action response submitted by the registered provider.

Acknowledgments

The inspector wishes to acknowledge the cooperation of the registered provider, staff and children who were present on the days 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.

(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;
- (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and
- (c) these Regulations.

Compliance Information

(1)(a)

The registered provider was the person in charge and a person was available to deputise in their absence.

(b)

The registered provider and the deputy were available throughout the inspection.

(c)

On both days of inspection, the inspector observed that a clear management structure was in place in the service. The registered provider was available, and a person was assigned to deputise in the event that the registered provider was not available. The staff were aware of their specific roles and responsibilities and of the management structure. The adults working in the service demonstrated an awareness of their roles and responsibilities upon discussion with the inspector.

(2)

Thirteen files were available and reviewed by the inspector. The findings included the following:

(a)

Eleven references sourced from past employers were available with a record of validation.

(b)

Thirteen validated references were available from a source other than a past employer.

(c)

Garda vetting disclosures were available in respect of the thirteen adults employed by the service.

(d)

International police vetting was available in respect of one adult working in the service who had lived in another state for a period longer than six months.

(4)

Twelve adults working directly with the children held Early Childhood Care and Education qualifications ranging from Level 5 to 8 on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent.

Non-Compliance Information

(2)(a)(b)

Two references with a record of validation were not available in respect of one adult working in the service.

(7) (a)(b)(c)

There was no documented evidence to indicate that staff had received induction training when they commenced working in the service which would include having read and understood the policies and procedures of the service. There was no evidence of training undertaken in the Child Care Act 1991 (Early Years Services) Regulations 2016 and Childcare Act 1991 (Early Years Services) (Amendment) Regulations 2016.

Corrective & Preventive Action submitted by the Registered Provider

(2)(a)(b) & (7)(a)(b)(c)

Corrective and Preventive Action

The two references were received and validated.

A new training co-ordinator has been appointed and a training roster has been set up within the setting to ensure all staff are up to date with mandatory training.

One on one meetings were held on 21-5-24.

All policies and procedures were sent by email on 13-5-24.

At the one-on-one meeting staff signed that they had received and read the policies and procedures of the setting and a full induction check list was done with each staff member using the attached template.

Supporting documentation submitted

Copy of the service's new reference verification forms.

Copy of the services induction checklist.

Evidence of the required two written and validated references for one adult.

A copy of the record of the policies and procedures that were issued to staff.

A copy of the induction checklist and meetings undertaken with staff.

Summary Comment

Following a regulatory compliance meeting held on the 03 July 2024 the registered provider provided a response and evidence outlining that the non-compliances are addressed. Based on the evidence submitted the regulatory requirements under Regulation 9 are met. The actions outlined in the response will be reviewed on the next inspection.

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

A sample of policies and procedures specified in Schedule 5 were available and reviewed by the inspector. The policies reviewed included the following:

- Complaints policy;
- Policy on infection control;
- Policy on safe sleep;
- Policy on accidents and incidents;
- Policy on the use of the internet and photographic and recording devices;
- Staff training policy.

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)
On the 30 April 2024 an adequate number of adults worked directly with the children in the Toddler room. On the 01 May 2024 an adequate number of adults worked directly with the children across all care rooms.
- (2)
During the inspection the adult to child ratio was maintained in the Toddler room. Two adults cared for nine children in the morning and afternoon on both days of inspection.
- On the 01 May 2024 the adult child ratio was maintained in the four care rooms. Two adults cared for six children in the Baby room, two adults cared for the nine children in attendance in the Toddler room. Two adults cared for the nine children in attendance in the Playful Tigers room and one adult cared for eight children in attendance in the Happy Monkeys room.
- (8)(a)
During the inspection more than two adults were available in the service.

Non-Compliance Information

- (1)
On the 30 April 2024 an adequate number of adults did not work directly with the children attending the pre-school service at all times.
- (2)
On the 30 April 2024 the adult to child ratio was not maintained at all times in the following rooms:

Room Names:	Number and Age Range of Children Present	Type of Service Required:	Required Adult to Child Ratio	Adults Present	Adults Required
Baby Room	1 (0-1 years) 6 (1-2 years)	FDC/T	1:3 (0-1 years) 1:5 (1-2 years)	1 adult	2 adults

Playful Tigers Room: (12 onwards when sessional service finishes)	9 (3-6yrs)	FDC/PT	1:8 (3-6 years)	1 adult	2 adults
Happy Monkeys Room: (12 onwards when sessional service finishes)	9 (3-6yrs)	FDC/PT	1:8 (3-6 years)	1 adult	2 adults

Corrective & Preventive Action submitted by the Registered Provider

(1)(2)

Corrective and Preventive Action

Since the inspection, two staff who work half days have agreed to extra hours when needed to ensure ratios are adhered to at all times during scheduled and unscheduled days off. The service has also hired a relief staff member that will work with the after -school children and in the kitchen, which relieves qualified staff to cover a room when other staff are absent.

Supporting documentation submitted

Staff rosters for the previous weeks.

Summary Comment

Following a regulatory compliance meeting held on the 03 July 2024 the registered provider provided evidence. The actions provided will be reviewed on next inspection.

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:

- (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.

Compliance Information

(1)(h)

The children’s arrival and departure times were recorded on the service’s electronic system.

Non-Compliance Information

(1)(i)

Evidence of a staff roster to outline each staff members start time, finish time, break time and who covered their break on a daily basis for the 30 April 2024 and the previous week was not available on request. It is acknowledged that the registered provider had a staff roster on the second day of inspection 01 May 2024.

(j)

The service’s 2023/2024 medication administration record book was reviewed, and the records of medication administered to a pre-school child attending the service were reviewed. Of the five records reviewed three records did not detail signed parental consent for prescribed medication.

(k)

Records of accidents, injuries or incidents involving the children attending the service were not consistently recorded as per the service policy.

The details were recorded in a record book and a diary. The registered provider stated that the accidents, injuries or incidents are reported verbally, and that the records do not detail a parental signature as per the policy and this was evidenced in the records reviewed.

Corrective & Preventive Action submitted by the Registered Provider

(1)(i)(j)(k)

Corrective and Preventive Action

Staff roster is now in place and displayed weekly

All staff are now informed on the procedures to follow when a child attends with an antibiotic or any other medication and the same applies for the accident and injuries book.

Preventive Action

Staff roster will be updated weekly.

The manager will monitor both books daily.

Supporting documentation submitted

A copy of the staff roster was submitted.

A copy of the administration of medication records were submitted and evidence of training.

A copy of the accidents and incidents records were submitted and evidence of training.

Summary Comment

Following a regulatory compliance meeting held on the 03 July 2024 the registered provider provided evidence outlining that the non-compliances are addressed. The actions provided appear to meet the requirements of Regulation 16 (1).

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 of Children:

The children's learning and development was supported by the adults in each of the four care rooms. The adults interacted with the children in a caring and respectful manner. The adults listened to and conversed with the children at their level and responded promptly to their cues for assistance or comfort. The children were offered praise and encouragement and the adults used positive behavioural strategies during interactions and were aware of the children's individual preferences and capabilities. The adults held and comforted the babies when they required attention. Babies were encouraged to walk, crawl and feed themselves. The children's nappies were changed on an individual needs basis and the staff carried out these procedures in a sensitive manner. The adults encouraged the children to be independent while caring for their belongings, play materials and toileting.

Areas were provided for the children with soft furnishings and shelving with reading materials and used by the children periodically to rest and relax. The children were encouraged and supported to manage their own personal care appropriate to their age level of development. The children played freely in the indoor and outdoor areas. The transitions in the changes of activities in each room were facilitated with ease, the adults notified the children in advance of any change in activities. Mealtimes were observed to be relaxed and sociable occasions where the children and adults sat together and conversed amicably.

Non-Compliance Information

(1)(a)

Basic Needs of Children:

1. Privacy was not afforded to the children who used the sanitary facility on the first floor. The children attending the two care rooms were visible while they used the toilets. The toilet cubicles did not have doors to maintain the children's dignity and hygiene.

Corrective & Preventive Action submitted by the Registered Provider

(1)(a)

Basic Needs of Children:

Corrective and Preventive Action

1. A photograph of new doors on the toilet cubicles were submitted.

Preventive Action

1. By putting up the doors it will maintain the children's privacy.

Supporting documentation submitted

1. Photographic evidence.

Summary Comment

Following a regulatory compliance meeting held on the 03 July 2024 the registered provider provided evidence outlining that the non-compliances is addressed. The requirement of Regulation 19 (1)(a) is met.

Part VI – Safety

Regulation 23 - Safeguarding health, safety and welfare of child

A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.

Compliance Information

General Safety:

- A key coded, bell operated system was in place at the entrance door to monitor the safe entry and exit of the children to and from the childcare facility. Unauthorised persons are recorded in the visitors' book.
- The outdoor areas were secured with fencing and gates to protect the children within.
- Storage facilities were secured and inaccessible to the children.
- The blind cords were appropriately secured to the windows throughout the service.
- The highchairs were maintained in adequate condition with fitted safety harnesses in the Baby room.
- Evidence of completed risk assessments were available demonstrating measures taken by the registered provider to maintain the service.

Infection Control:

- The service was maintained in a clean condition. Completed cleaning schedules were available demonstrating measures taken by staff to clean the service.
- The manager and staff demonstrated an awareness of the criteria for exclusion of children who are infected with/carrying an infectious disease from childcare settings. A copy of the exclusion criteria is detailed on the enrolment forms completed by parents, in the infection control policy, and on the service noticeboard at the entrance to the service.
- The sanitary facilities were equipped with warm running water, liquid soap, hand paper towels and lidded, lined pedal operated bins. Two nappy changing areas were available on the ground floor.
- The observed nappy changes were completed in accordance with the service's infection control policy. A nappy changing procedure was displayed in the each of the nappy changing facilities.
- The children washed their hands at appropriate intervals after activities, using the toilet and before mealtime.
- Labelled containers are available for storing bedlinen and personal care items.
- The children's perishable food items were stored in the refrigerator in each care room.

Safe Sleep:

- Staff demonstrated an awareness of the safe sleep guidance procedure and policy.

- The sleep room had four standard sized cots for the babies to sleep. Low level beds were available for the children to sleep in the Toddler room.
- The sleep room and care room temperatures were maintained between 16-20 degrees Celsius in the sleep rooms on both days of inspection. A thermometer was available for staff to measure and monitor the room temperatures.
- The children's sleep observations were recorded by staff every ten minutes on a written record. These observations included the children's: colour, position and breathing.

Fire Safety:

- The fire exit doors and passageways were clear from obstruction.
- The fire exit routes, and fire assembly points were readily identified with clear signage.

Outing:

- The registered provider stated that outings were not undertaken by the service.

Non-Compliance Information

Infection Control:

1. The sleep room adjacent to the Baby room was used inappropriately to store a buggy, an infant bouncer seat, and cots were used to store children's equipment when not in use. This posed a risk of cross infection.
2. Reconstituted powdered infant formula was not prepared at home and not stored correctly in the service's refrigerator in accordance with best practice guidance from The Food Safety Authority of Ireland. This practice posed a risk of illness in infants.
3. The children's soothers were not sterilised in an appropriate manner. This posed a risk of cross contamination.
4. The toilet and the sink in the sanitary facility adjacent to the Baby room on the ground floor was inaccessible. A nappy changing unit was placed over the sink and blocked access to the toilet.
5. A nappy disposal bin with soiled nappies and waste was placed on the toilet in the sanitary facility adjacent to the Baby room. This posed a risk of cross infection as staff had to handle the lid of the bin when disposing of waste rather than use the foot pedal.

Administration of Medication:

6. Two of the five records recorded in the Administration of Medication book did not detail written parental consent prior to the prescribed medication being given to children. This posed a risk to the safe administration of medication to children.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. The sleep room layout was reviewed, and unnecessary equipment was disposed of. Children's belongings are now stored in clear labelled and sealed boxes. No equipment is stored in cots. A photograph of the room was submitted.
2. Parents now make up the bottles at home and these are stored in the fridge.
3. A steriliser has been purchased and each child has an individual box for storage.
4. One nappy changing facility is available for eleven children who require nappies.
5. Nappy bin is placed on the floor. No evidence

Preventive Action

This will be closely monitored by the staff in the baby room.

We will follow this procedure going forward.

Daily sterilising will be carried out each day.

Administration of Medication:

6. Photograph of completed records submitted.

Supporting documentation submitted:

Infection Control:

1. Photographic evidence.
2. Photograph evidence.
3. Photograph evidence.
4. Photographic evidence.
5. Photographic evidence

Administration of Medication:

6. Photographic evidence.

Summary Comment

Following a regulatory compliance meeting held on the 03 July 2024 the registered provider provided evidence outlining that the non-compliances are addressed. Based on the evidence submitted the requirements of Regulation 23 are met.

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)

A suitably equipped first aid box was stored in an accessible position in the kitchen.

(b)

A first aid box was available for use by the adults in the event of an emergency.

Non-Compliance Information

(1)

A person with up-to-date training in first aid was not available to children at all times during the hours of operation of the service.

It is acknowledged that two adults who were present on inspection held a record of up to date First Aid Response (FAR) training, however during school collection times daily, these adults are not available in the service to attend to a child in the event of an emergency as they were not in the service as they were on school collections.

Corrective & Preventive Action submitted by the Registered Provider

(1)

Corrective and Preventive Action

Corrective Action

FARS training was completed by a third staff member in June 2024 and a copy of the certificate was presented at the regulatory compliance meeting.

Preventive Action

On the next available date, the service will be sending another member of staff on FAR training.

Supporting documentation submitted

Copy of FAR training certificate.

Summary Comment

Following a regulatory compliance meeting held on the 03 July 2024 the registered provider provided evidence outlining that the non-compliance is addressed. The requirements of Regulation 25 are met.

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)

Records were available to demonstrate that monthly fire drills were carried out in the service in 2023 and 2024. The last recorded fire drill took place on the 25 March 2024.

(b)

Records of the number, type and maintenance for the firefighting equipment and the smoke alarm system were available. The most recent firefighting equipment and smoke alarm maintenance service took place on the 30 March 2024 and 08 March 2024.

(4)

Fire action notices demonstrating the procedures to be followed in the event of a fire were displayed throughout the service.

Part VI – Safety

Regulation 28 – Insurance

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

Compliance Information

Evidence of current insurance cover was available for thirty-seven children attending the service on a full day care basis. The expiry date noted was 27 March 2025.

Part VII - Premises and Space Requirements

Regulation 29 – Premises

A registered provider shall ensure that the premises of the service are-

(c) kept adequately lit, heated and ventilated

(d) cleaned, maintained and repaired, as required, and

Compliance Information

(c)
During the inspection the service was adequately lit by natural and artificial sources of light. The care rooms and sanitary facilities were ventilated by artificial and natural means of ventilation. The room temperatures were maintained within the recommended levels of 18°C to 22°C. The following room temperatures recorded as followed:

Baby room: 18.2°C

Toddler room: 20°C

Playful Tigers: 19.4°C

Happy Monkeys: 19.8°C

(d)

The indoor and outdoor environment was maintained in clean condition. Completed cleaning schedules were available demonstrating measures taken to clean the service.

Non-Compliance Information

(d)

A hole was observed on the ceiling in the Toddler room. The registered provider stated that a plasterer was booked to fix the ceiling on the 03 May 2024.

Corrective & Preventive Action submitted by the Registered Provider

(d)

Corrective and Preventive Action

The hole was filled in and painted on the 3rd of May 2024.

Supporting documentation submitted

Photographic evidence.

Summary Comment

Based on the corrective and preventive actions and supporting evidence the area of non-compliance is addressed.

The requirement of Regulation 29 (d) is met.

Part VII - Premises and Space Requirements

Regulation 30 - Minimum space requirements

(2) A registered provider of a full day care service or a part-time day care service shall ensure that the minimum amount of clear floor space specified in column (3) of Schedule 7 opposite a particular reference number specified in column (1) of that Schedule in respect of the age range of children specified in column (2) thereof at that reference number is available for each child in that age range attending the service.

Non-Compliance Information

(2)

On the 30 April 2024 and on the 01 May 2024 adequate space was not provided for the children in attendance in the Playful Tigers and the Happy Monkeys rooms. The following table illustrates non-compliances relating to space requirements:

Room Names:	Number and Age Range of Children Present	Type of Service Required:	Space Required Per Child:	Total Space Available in Care Room:	Total Space Required in Care Room:
Playful Tigers Room	9 (3-6yrs)	FDC/PT	2.3 m (3-6yrs)	18.25 m ²	20.7 m ²
Happy Monkeys Room	9(3-6yrs)	FDC/PT	2.3 m (3-6yrs)	15.8 m ²	20.7 m ²

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

During the regulatory compliance meeting and a subsequent written response the registered provider confirmed *“that children have finished in the service in June 2024 and that the space and ratio requirements will be adhered to going forward”*

Supporting documentation submitted

No evidence.

Summary Comment

Following a regulatory compliance meeting held on the 03 July 2024 the registered provider confirmed the corrective and preventive measures that had been taken. Based on the actions outlined by the registered provider the regulatory requirements appear to be met. The actions will be reviewed on next inspection.

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.

Compliance Information

(1) (a)(b)(c)

The service's complaints policy outlined:

- The procedure to be followed by a person making a complaint in relation to the service.
- The manner in which a complaint shall be dealt with.
- The procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.

(2) (a)(b)

The registered provider stated the following:

- No complaints were made directly to the registered provider in respect of the preschool service.
- The service's policy requirement to retain records in writing of complaints made to the provider in respect of the pre-school service.
- The procedure to ensure that complaints is duly dealt with.

(3)(a)(b)

The manager and the service policy detailed that a record in writing referred to in paragraph (2)(a) includes:

- The nature of the complaint and the manner in which the complaint was dealt with, and how the record will be open to inspection on the premises by an authorised person.