

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015CN004
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<b>Name of Service:</b>	Bailie Tots Playschool and Crèche
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<b>Address of Service:</b>	Galbolie, Bailieborough, Co. Cavan
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<b>Eircode:</b>	A82 E8E8
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<b>Name of Registered Provider:</b>	Margaret Cundelan
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	30/10/2024
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<b>No of pre-school children:</b>	AM	3	PM	1
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<b>Address of the Early Years Inspectorate:</b>	Tusla Early Years Inspectorate Meath Child & Parent Support Hub, Commons Road, Navan, Co. Meath
<b>Inspection undertaken by:</b>	D. Murray, S Mc Kenna
<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>	Not Applicable
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### Description of service

Bailie Tots Playschool and Crèche provides sessional, part-time and full day care to children from 2 to 6 years and operates from 8am to 6pm each weekday. The service participates in the Early Childhood Care and Education Programme (ECCE). A school aged service is also provided.

The premises is located at the registered providers home and consists of 2 care rooms.

The Sunshine room is located in the registered providers home and the Rainbow room is located in a separate building to the rear of the house. The service also consists of a reception area, kitchen and outdoor spaces to the front and rear of the premises.

### Staffing

The registered provider employs a manager, 4 childcare staff and a cook.

Present on the day of the inspection was the registered provider, manager, 3 childcare staff and a cook.

### 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.

## Additional Information

The inspection was carried out following receipt of a feedback and concern received to the Early Years Inspectorate on the 17/09/2024.

## Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, manager, 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.

(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 service had a designated person in charge and a named person to deputise as required.
- (b) A designated person in charge was on the premises when the inspectors arrived unannounced to carry out the inspection.
- (c) A clear management structure was displayed in both care rooms.

The staff files for the 7 staff employed by the service were reviewed at this inspection.

(2) (a) & (b) There was a total of 14 written and validated references from past employers, and or reputable sources in the absence of past employment available for 7 adults.

(c) Garda vetting disclosures had been obtained for the 7 adults employed by the service. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) A review of the employment history for the 7 adults demonstrated that, police vetting for 5 adults was not required. The required police vetting for the 2 adults who had lived in a state other than the State for a period of longer than 6 consecutive months was on file.

(4) Documentary evidence was available to confirm that the 6 staff employed to work directly with the children, including the registered provider, held an appropriate childcare qualification at Level 5 or higher on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

### Non-Compliance Information

(7) (a) There was no written evidence available to demonstrate that staff members had ongoing supervision. Although it is acknowledged that there was a staff handbook there was no written evidence of induction training and that the staff had read and signed off on the services policies and procedures.

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

#### Corrective and Preventive Action

An Induction Pack is now available for all staff members along with the Employee Handbook. It outlines all the policies and procedures including staff training and staff supervision.

A staff meeting was held and all staff members received a copy of both documents which they signed off on. The registered provider will ensure that regular team meetings and one to one supervision meetings will be held with all staff and that all new staff will have induction training.

#### Supporting documentation submitted

Induction Pack.

### Summary Comment

The registered provider in the Corrective Action and Preventive Action plan has addressed the non-compliances for regulation 9(7) (a) Management and recruitment. The response received has been reviewed and accepted.

### 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

1. The registered provider ensured that the following written policies specified in Schedule 5 were comprehensive to ensure the welfare and safety of the children attending the service.

- Complaints Policy.
- Behavioural Management Policy.
- Accident and Incident Policy.
- Recruitment Policy.
- Settling In Policy.
- Staff Training Policy.
- Staff Supervision 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 morning of the inspection there was the registered provider, manager and 3 childcare staff working directly with the 3 preschool children attending the service. There were also 9 school aged children present.

(2) The following adult to child ratios were observed when the service was operating at capacity:

The **Sunshine room** had 2 adults providing care to 3 children ranging in age from 2.4 years to 5 years, 2 children were attending the sessional hours, and 1 child was attending on a full day care basis.

The **Rainbow room** accommodated school aged children on the day of inspection.

The registered provider was available to provide relief to the rooms as needed.

(8) (a) According to the staff roster 2 adults were present on the premises at all times.

### 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;

(k) details of any accident, injury or incident involving a pre-school child attending the service.

#### Compliance Information

(1)(h) A record was maintained of each child's attendance on a daily basis indicating arrival and departure times.

(l) A staff roster was maintained on a daily basis indicating the staff members arrival and departure times throughout the day.

(k) There were records in writing completed following any accidents/ incidents that recently occurred in 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

(2) A registered provider shall ensure that no corporal punishment is inflicted on a pre-school child whilst attending the service.

*(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.*

### Compliance Information

(1)(a) The following observations were made on how each child's learning, development and well-being was facilitated within the daily life in the service:

#### Basic needs:

- Children were observed enjoying meaningful, sustained play with tabletop activities, art and crafts and free playing with lots of conversation and laughter observed. Staff supported children's learning with activities that were observed to be fun and creative. The theme of the month was "Road Safety" "Autumn" and "Halloween" with art work displayed to reflect these themes.
- Children's individual needs were met with additional care, attention and supervision given as required. During activities children were offered choices and sought out the staff members for praise, encouragement and reassurance. Older children were encouraged to become independent and self-caring, suitable to their age and stage of development which included using the toilet, hand washing, caring for their belongings and tidying away after activities and play.
- The service embraces outdoor play and learning. The outdoor spaces had areas of interest which supported children's play, curiosity and learning with adequate space for children to play alone and in small and large groups. Children were observed enjoying imaginative, energetic and messy outdoor play with both their peers and staff members.

#### Supporting relationships around children:

- The staff encouraged the children to engage positively with each other by adopting simple social rules such as turn taking, sharing in play activities and resolving minor disputes. Relationships and interactions around the children were well supported by the staff members.
- The staff team were observed to work well with each other. The adults appeared familiar with the children and appropriately attended to and comforted a child who appeared upset.
- Transitions were handled smoothly as the children were given ample time to complete one activity before starting the next.

- The registered provider and staff members communicated with parents on a daily basis at drop off and collection with friendly interactions observed. Parents were contacted on a regular basis by text messages regarding activities and upcoming events pertaining to their child in the preschool.

(2)&(3) On the day of the inspection no corporal punishment or any form of physical intervention were observed between the children and staff members. No practices that were disrespectful, intimidating or emotionally harmful to pre-school children were observed. Staff members treated all pre-school children in a respectful and calm manner. During conversation a staff member was able to detail the behavioural management strategies and the practices prohibited within the service. In the Sunshine room steps in conflict resolution were displayed on the notice board along with visual aids. Staff members maintained a Behavioural Diary on certain children who needed assistance to manage their range of emotions.

### 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.
- (3) A registered provider of a full day care service, a part-time day care service or a childminding service, other than such a service to which paragraph (2) applies, shall ensure that-
- (a) a suitable, safe and secure outdoor space to which the pre-school children attending the service have access on a daily basis is provided on the premises.

#### Compliance Information

- (1) (b) Within the care rooms there were soft furnishings, mats and cushions for children to take a break from activities and rest. No children attending the service availed of sleep however stackable beds were available if needed.
- (3) (a) Suitable and secure outdoor areas were provided. The large front area was secured by wooden fencing, with ground surfacing of grass, soft matting, artificial grass and a concrete section.

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

#### Regulation 21 – Equipment and materials

*A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.*

#### Compliance Information

- The Sunshine room which was used by preschool children on the day of the inspection was laid out with interest areas such as construction, creative, kitchen area, dress up, , fine motor activities, role play toys, sand tray, trucks and cars, jigsaws, table top activities, a chalkboard and a rest area with books. The care room named the Rainbow room was not used by preschool children on the day of inspection. This indoor play environment included many interest and themed areas also to include a book area, home play, dress up, construction, table top, play kitchen, small world toys and creative areas.
- The large front area Many wooden climbing structures with slides and swings were available. A tunnel, tyres, seating areas and a gravel/planting area was provided. The rear outdoor area secured by high walls and fencing contained concrete ground surfacing with two covered areas. There was a road, and shapes painted on the ground surfacing and a painted wall mural. A friendship bench, kitchen area with equipment, soft and hard building blocks, plastic hoops, connecting toys, cars and trucks, helmets, ride on toys and a wooden play house was available in this outdoor area.

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

#### Regulation 22 – Food and drink

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

#### Compliance Information

The service had a menu plan with a variety of dishes ranging from meat, fish and poultry supplied by a catering company. Breakfast is available if required. At 11am the children had their morning snack which mostly consisted of fruit, yogurts, cheese snacks, crackers and rolls/sandwiches. At 1pm the main meal of the day was served which consisted of Beef Pasta Bolognese. Between 3 to 4 pm the afternoon snack was served which consisted of a selection of sandwiches with fruit and yogurts. Water and milk were the drinks of choice.

### 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 following safety measures were in place on the day of inspection:

- Both indoor and outdoor risk assessments were conducted on a daily basis.
- Accident /Incidents forms were recorded promptly, and parents requested to sign when collecting their child.
- The main doors to both care rooms were secured, and the outdoor spaces were enclosed and had secure gates. These security measures ensured that a child did not exit unsupervised and restricted unauthorised persons from gaining access to the service and outdoor space.
- The equipment and play materials in the care rooms were observed to be maintained in a good state of repair.
- The kitchen was inaccessible to children.
- Blinds cords fitted to the bay window in the Sunshine room were secured.
- Storage areas were secured to prevented access by children.

##### Infection Control:

The following infection control measures were observed:

- The hand washing policy was implemented in practice with appropriate hand washing for staff and children at all times.
- Liquid soap, warm water, hand paper towels and pedal operated bins were available in the sanitary facilities. Ventilation was provided through opened windows and trickle vents.
- The service was clean with cleaning schedules maintained.
- A refrigerator was available to store perishable items contained in the children's snacks provided from home by the parents. This reduced the risk of bacteria growth in these food items.
- Tables were observed to be cleaned prior to snack times.

##### Fire Safety:

The following fire safety measures were observed:

- Fire drills were conducted on a monthly basis.
- The emergency exit doors were unobstructed.

### Non-Compliance Information

#### General Safety:

The following safety measures were not in place on the day of inspection:

In the front outdoor play area, the following was observed:

1. Wooden logs placed on concrete slabbing had slippery surfaces which poses a fall risk to a child.
2. A small wooden bench had flaking wood on the seating area which poses a splinter risk to a child.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

#### General Safety:

1. The front outdoor play area contains a lot of wooden equipment and will be risk assessed during wet weather to determine if it is suitable for use. A second outdoor play area is always available as an alternative option.
2. The seating area on the wooden bench has been replaced.

#### Supporting documentation submitted

#### General Safety:

Outdoor Risk Assessments

Photographic evidence of seating replaced on wooden bench.

### Summary Comment

The registered providers in the Corrective Action and Preventive Action plan have addressed the non-compliances for regulation 23 General Safety. The response received has been reviewed and accepted.

## 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) The service provided evidence that a person had up to date First Aid Responders course and was available at all times to the children attending the pre-school service.

(2)(a) and (b) A suitably equipped first aid box was available and safely stored in the premises.

### Part VI - Safety

#### Regulation 26 - Fire safety measures

(1) A registered provider shall ensure that a record in writing is kept of-

(a) any fire drill that takes place in the premises, and

(b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises.

(4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.

### Compliance Information

(1)(a) A written record was available of the fire drills completed in the service. The last recorded fire drill took place on the 14/10/2024.

(b) A record was maintained of the mains powered smoke alarms and firefighting equipment on the premises. The mains powered smoke alarms were last serviced in October 2024. The firefighting equipment was last serviced on the 02/10/2024.

(4) A notice of the procedures to be followed in the event of a fire was conspicuously displayed in the care rooms.

### Part VI - Safety

#### Regulation 28 - Insurance

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

### Compliance Information

The registered provider ensured that the service was adequately insured for 35 children at any one time attending for full day care. The policy showed that the service was insured from 28/03/2024 to 27/03/2025.

### 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.

#### Compliance Information

(1)(a)(b)&(c) A Complaints Policy was available for the service.

#### Non-Compliance Information

- (1)(a)(b)&(c) A detailed record in writing was not maintained of the recent complaint and the steps taken in the complaints process. Although it is acknowledged that notes were taken of contact with parents and evidence of emails sent and received a clear account of events were not recorded by the registered provider.
- (2)(a) &(b) The Complaints Policy was not implemented in practice as a detailed record was not maintained of a complaint and the steps taken in the complaints process.

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

##### Corrective and Preventive Action

- (1)(a)(b)&(c) A detailed record is now documented in chronological order of steps taken in the complaints process.
- (2)(a) &(b) A complaints log is now available for logging complaints.

The registered provider will ensure that the complaints policy is implemented in practice.

##### Supporting documentation submitted

Complaints Log.

#### Summary Comment

The registered providers in the Corrective Action and Preventive Action plan has addressed the non-compliances for regulation 32 Complaints (1)(a)(b)&(c) (2)(a) &(b). The response received has been reviewed and accepted.