

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DL052
Name of Service:	Aurora's Hobbits Ltd
Address of Service:	Aveltygort, Crossroads, Killygordon, Co. Donegal
Eircode:	F93 XY9A
Name of Registered Provider:	Aurora McCormick
Service type:	Full Day
Date(s) of Inspection:	14/03/2023
Date of CAPA Inspection	14/06/2023

No of pre-school children on 14/03/2023:	AM	48	PM	37
No of pre-school children on 14/06/2023	AM	51	PM	39

Address of the Early Years Inspectorate:	Family Resource Centre, Common's Road, Navan, Co. Meath
Inspection undertaken by:	C Tunney and AM Cunningham
Title:	Early Years Inspector

Authority to Inspect

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

Conditions if applicable	Not Applicable
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Description of service

Aurora's Hobbits Ltd. is a privately operated early years' service located in a rural setting in the townland of Aveltygort, near the village of Killygordon in Co. Donegal. The service notified in 2010 and operates weekdays from 07.30am – 6.00pm accommodating pre-school children on a sessional, part-time and full day care basis from birth up to 6 years of age. Eligible pre-school children are facilitated to participate in the Early Childhood Care and Education (ECCE) scheme from 09.25am to 12.30pm daily. A registered school age service providing a breakfast club operates from 07.30am to 09.10am weekdays.

The premises consists of two separate units separated by a private domestic dwelling between both. The location of some of the care rooms has changed since the last inspection in May 2022. The Wobbler/Toddler Room is now situated in the building where the senior pre-school children were facilitated. The senior pre-school children are now facilitated in the main building. The Baby /Sleep Room remains in the main building as previously located. There are four outdoor play areas available to support gross motor development.

Staffing

A total of fourteen adults were employed in the service at the time of the inspection. This included twelve adults employed to work directly with children, the registered provider as manager, a deputy person in charge who also provides direct care to the children and one adult to cook and prepare children's meals.

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

The inspection focused on the area of governance/ health, welfare and development of child/ safety/facilities and premises under regulations 9, 10, 11, 16, 19, 20,21,24,28, and 32 however, on inspection an additional non-compliance which posed significant risk was identified under Regulation 23, and 29. These findings are outlined within the relevant regulations within this report.

The scope of the inspection included all rooms namely, Baby Room, Wobbler/Toddler Room, Pre-school Room 1 and 2.

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

1. This inspection was unannounced and was triggered by a notification from Feedback and Concerns Early Years Inspectorate.
2. A letter of referral was sent to the Fire Authority in Donegal County Council Letterkenny in relation to internal doors that were not easily and readily openable in both buildings on the 21/03/23.
3. An Immediate Action Notice was issued in relation to the excessive water temperature (recorded at 65.3⁰ C and 66.6⁰ C in two pre-school rooms) which was addressed immediately by the registered provider.
4. The Registration and Inspection Manager held a regulatory compliance meeting (RCM) with the Registered Provider on the 09/05/23.
5. On the 14/06/23 a CAPA inspection was carried out to confirm the actions taken by the registered provider to address the non-compliances as outlined in the body of the report. C
6. On the 14/06/23 an Immediate Action Notice was issued in relation to the excessive room (25.6⁰ C) in two rooms when children were sleeping which was addressed appropriately by the registered provider.

Acknowledgments

The inspector's wish to acknowledge the cooperation of the registered provider, person in charge, staff and children who were present on the days of 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.*

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

(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

(9)(1)(a) The deputy designated person in charge of the service was the named person appointed to deputise as required.

(b) The deputy designated person in charge of the service was present when the inspectors arrived unannounced at 09.32am and remained on the premises for the duration of the inspection. The registered provider arrived at 10.25am and departed at 12.20pm.

(c) There was a clear management structure in the service that identifies the lines of authority and the specific roles and responsibilities of each employee. The management structure was displayed on the wall in the sheltered area at the main entrance.

Following a review of the previous inspection records and in discussion with the registered provider, the inspectors were informed that 8 staff members and 1 student had commenced working in the service since the last inspection.

(2) In respect of the 8 staff members and 1 student whose files were reviewed, the following references were available:

- (a) Six written references were from previous employers.
 - (b) Eight written references were from sources other than previous employers. Two references were available for the student.
 - (c) Garda Vetting Disclosures were available for the 8 staff members and 1 student.
 - (d) International police vetting was available as required for 1 staff member who had resided outside of the Irish jurisdiction for longer than 6 months as an adult.
- (4) The eight staff members held an appropriate childcare qualification deemed to be appropriate.

(7) In relation to staff supervision the registered provider informed the inspector new staff are provided with a copy of the policies and procedures of the service, and for one week receive “on-the-job” training. The registered provider also stated, “staff have non-contact time every week where staff get the opportunity to complete paperwork.” Additionally, “a staff meeting is held every month where issues are discussed, supports offered and an employee receives “employee of the month”.

Non-Compliance Information

(2)

(a) and (b) Two validated references in relation to one staff member and two validated references in respect of 1 student were not available. Additionally, a reference provided to the inspector in respect of a third staff member was not accepted. The reference was not from a reputable source or from a past employer and the employment history showed there was evidence of past employers.

(d) International police vetting was not available as required for 1 staff member who had resided outside of the Irish jurisdiction for longer than 6 months as an adult.

(3) The procedures specified in paragraph (2) were not carried out prior to all being appointed, assigned, or allowed access to or contact with a child attending the pre-school service.

(7) Procedures were not in place to ensure that all employees, unpaid workers are appropriately supervised. A record was not available for inspection of ongoing staff training, or of the minutes of the monthly staff meetings, the last documented meeting was dated 09/05/2018. The inspector was informed by the registered provider “we go to each room every morning to check if everything is ok, arrange breaks and time for paperwork”. A formal system was not in place for staff members to avail of supervision with the registered provider or designated person. Additionally, a supervision policy was not available.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2).

(a) and (b)

- The staff member has left the service and no longer works in the service.
- The student has also left the service and no longer attends the service.
- Reference for third staff member in the employee’s file.
- (d)Police vetting required in respect of a staff member who had lived abroad was submitted to the inspector’s office.

(3) Procedures will be put in place to ensure that all employees, unpaid workers are appropriately supervised.

(7) A formal system will be put in place for staff members to avail of supervision with the registered provider or designated person in future. Minutes of meetings will be recorded in the future for each staff meeting and kept on file.

A supervision policy was developed and shared with our parents and staff. Please see attachment with this email

Preventive Action

(2) All staff files have been checked to ensure that validated references are up to date. Staff files will be reviewed on an annual basis to ensure that the necessary documents as required are held on file. All staff Garda vetting and police vetting where applicable are held on file in respect of all adults working in the service and have been checked and validated and are up to date before commencement of employment.

Staff files will be reviewed on an annual basis to ensure that the necessary documents as required are held on file.

(3) Any new employee's references will be checked and validated and will be their most recent and up to date before commencement of employment in future.

(7) Procedures will be in place to ensure that all employees, unpaid workers are appropriately supervised.

Supporting documentation submitted

A copy of police vetting that was unavailable on the day of inspection was submitted. A supervision policy was also submitted to the inspectorate.

Summary Comment

The response from the registered provider has been accepted. The registered provider submitted additional information as requested at the regulatory compliance meeting on the 09/05/23 and has given assurance that vetting procedures will be carried out before commencement of employment in future. This assurance was confirmed on the 14/06/23 when the inspectors carried out a CAPA verification inspection. Vetting procedures in respect of 4 new staff members were available for inspection. Regulation 9 has been addressed and will be reviewed at 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 set of policies and procedures in relation to childcare practices and operational procedures were in place (except as outlined below) and available to staff and authorised persons (a sample of policies were reviewed on the day of inspection) such as:

- Inclusion of Children with Additional Needs Policy provided detailed on how children are supported within the service, included planning, and implementing a programme of care which incorporates the individual goals for the child, information included liaising with families and linking with outside groups applicable to the child, such as TUSLA and Voluntary Services.
- Supporting Positive Behaviour Policy contained information for staff to support implementing positive behaviour in accordance with the age and stage of development of the child. It included the management of minor, moderate, severe, and challenging behaviour.
- Accidents and Incidents Policy detailed the procedures following an accident/ incident and included “all accidents /incidents even minor ones, are recorded in an accident record book, and parents informed”.

Non-Compliance Information

1. A supervision policy was not available to the inspectors.
2. A staff induction policy was not available to the inspectors.
3. The soother policy available was inadequate and provided inaccurate/unsafe guidance to staff, such as; *“parents should provide 2 soothers to the service, one in a sterilized container, the other attached to their clothing with a small strap or chain “*. Additionally, there was no guidance for the service staff on the management of soothers including cleaning /serialising methods to be applied.
4. A mouthed toy policy was not available to give direction to staff on procedures and cleaning methods to be applied.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Corrective Action

1. A supervision policy was developed and shared with our parents and staff.

2. An induction policy was developed and shared with our parents and staff.
3. The soother policy was updated and shared with our parents and staff.
4. Guidance for mouthed toy was developed under our cleanliness and hygiene policy and shared with our parents and staff.

Preventive Action

All policies will be reviewed yearly unless new regulations occur outside of this timeframe. All amended policies will be emailed to our parents and staff. A hard copy will also be available in the office in the service should anyone wish to see the hard copy. The staff will sign off on the reviews once they have read them.

Summary Comment

The response from the registered provider has been accepted. The policies of the service as outlined above were submitted to the inspectorate for review and were accepted. Regulation 10 has been addressed.

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 day of inspection there were an adequate number of adults working directly with the children attending the service (except as outlined below).

(2) The adult to child ratios were correct when the inspectors arrived unannounced to the service at 9.32am and remained so throughout the inspection.

The following adult to child ratios were observed:

- **Baby Room:** there were 4 children aged 8 months to 1-year 5 months attending for full day care, being cared for by 2 staff members, a relief staff member assisted for breaks.
- **Wobbler/Toddler Room:** in the Wobbler section there were nine children aged 1 year 5 months to 1 year 11 months, of which 8 children attended for full day care and 1 child attended for settling in period, being cared for by 2 staff members. In the Toddler section there were 12 children aged from 2 years 3 months to 3 years, of which 11 children attended for full day care and 1 child attended for part time day care.
- In **Pre-school Room 1** there were 8 pre-school children aged between 2 years 7 months to 3 years 10 months, of which 4 children were attending on a full day care basis, being cared for by 1 adult and 1 adult employed under the Access and Inclusion Model (AIM).
- In **Pre-school Room 2** there were 15 pre-school children aged between 3 to 5 years, of whom 10 children were attending on a full day care basis, being cared for by 2 adults. A student was also present. A relief staff member covered breaks in Pre-school Room 2 and in the Wobbler/Toddler Room.

(8)(a) On the day of inspection, based upon a review of the staff attendance (time of arrival and departure) reported to the inspectors, at least 2 adults were on the premises at all times.

Non-Compliance Information

(2) In the Wobbler /Toddler Room, seventeen children required nappy changing and 4 children who were toilet trained or toilet training required supervision. During nappy changing/ toileting time, the adult: child ratio was not maintained during these times.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

As we have opened the room and taken down the divider, this has rectified the staff ratio. However, I accept that a relief staff member would have helped on the day. The removal of the divider is now what makes this workable.

Preventive Action

Should a staff require a support staff to conduct nappy changing, they are to use the walkie talkies to request support. We will pause break and lunch cover to allow this staff member to support them in this required room.

Summary Comment

The response from the registered provider has been accepted. The registered provider has put a system in place for staff members to request relief as required. On the 14/06/23 the inspector observed correct adult: child ratios while undertaking a CAPA verification inspection. Regulation 11 has been addressed and will be reviewed at the 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:

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

(i) details of staff rosters on a daily basis;

(j) details of any medication administered to a pre-school child attending the service with signed parental consent;

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

(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.

Compliance Information

(16)

(1) Details pertaining to service as outlined in Regulation 16 (1) (a) to (k) above (except as detailed below) were displayed for parents and authorised persons at the entrance to the main pre-school building.

Non-Compliance Information

(i) The staff roster provided to the inspectors was not reflective of the staff present on the day of inspection as it did not incorporate all the staff. A staff member working was not scheduled on the staff roster for work, a staff member scheduled for work was not present and the registered provider who is the manager of the service was not scheduled or named on the staff roster.

The inspectors were informed a monthly staff roster is placed on a social media platform. This system was not effective as it did not account for sudden change in staffing due to illness or leave as identified on the day of inspection. It also did not take into account if the social media platform was unavailable to the service or staff members.

(k) Two accidents occurred in the Toddler/ Wobbler Room on the 14/03/23, the inspector requested to view the accident reports four hours after the accidents were observed, however a written record was not available, and only completed when prompted by the inspector.

(3) Records as indicated above were not all available and open for inspection.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

1. The staff rota is now placed on the wall weekly for all staff to see along with our current method of WhatsApp group.

2. All staff will receive staff training on accidents and incidents at our next staff meeting on the 11/5/23. We are due to review our policies in August and all staff will sign off on the policies in place including accidents and incidents.
3. We accept that the policy wasn't followed on the day of the inspection, staff will receive training on accidents and incidents at our next staff meeting on the 11/5/23. Please see minutes and our policy attached.

Preventive Action

1. The service will always print out the hours from the group and place them in the staff room ensuring that any staff who are on holidays are not on the list and it is correct. If any staff call in sick the management will try to get a substitute into work. If one cannot be got parents will be e mailed that numbers in their room are capped and they will not be able to send their child into the service to ensure our ratios are always maintained. (Please see evidence below). We have a clock in machine for all staff to use for traceability for ratios and hours, please see evidence below.
- 2.
3. Any new staff will have to sign off on our policies when they begin working with us.
4. When a child has an accident, the staff will write up the report straight away on their tablet to ensure the information is correct. They will inform the parent at collection and ensure the parent is aware of the incident or accident. The staff will e mail this to the parent once the child leaves the service. If there is an IT problem staff can revert to recording on paper and sharing with the parent, (please see document below).

Supporting documentation submitted

Minutes of a staff meeting held on the 11/5/23. An accident incident form and a staff roster were submitted to the inspectorate.

Summary Comment

The response from the registered provided has been accepted. The registered provider has put a system in place and provided clarity for staff members in the management of accidents and incidents in the service. Additionally, a staff roster was submitted outlining each staff member's hours. On the 14/06/23 the staff and registered provider outlined and demonstrated the management of accidents and incidents in the service as outlined above. Regulation 16 has been addressed and will be reviewed at the next inspection.

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

(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

(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 examples demonstrate how children's learning, development and well-being was facilitated in the service:

Basic needs:

- In The Baby Room the younger babies were fed by the staff members and children who were able were encouraged to feed themselves with assistance provided by staff members as required.
- In the Wobbler/Toddler Room the children received a morning snack of bread sticks, blueberries, and banana. Dinner was cooked on site and consisted of a pasta bolognese, bread, melon and orange was provided for the afternoon snack. The staff members were observed sitting with the children during morning snack and at dinnertime.
- The children in Pre-school Room 1 and Pre-school Room 2 brought their snacks from home and included sandwiches, crackers, cheese, yogurts and a variety of fruit.
- The children's water bottles were readily available for the children to take from low level shelves in the care rooms during the day if they were thirsty and these were placed beside the children on their tables at snack and mealtimes.
- Nappy changing occurred regularly and staff members were observed engaging in one-to-one interaction with the children when they were changing their nappies. The staff members were observed reminding children that they needed to use the toilet at times and aiding when necessary.

- In the Baby Room individual child-led sleep routines were facilitated and all children who required sleep or showed signs of tiredness were promptly facilitated to sleep during the inspection.
- The children in the Wobbler/Toddler Room were facilitated to sleep in cots and on low beds.
- Outdoor play was facilitated for the children on the day of the inspection and the children were dressed appropriately in their coats before going outside.

Supporting relationships around children:

- The staff members addressed the children by their name. The children were observed to interact with the staff members present.
- In the Baby Room staff sat on the floor engaging and playing with the children. At mealtimes staff sat with the children at eye level assisting children where necessary to have their meals. Children were placed to sleep on an individual need.
- In the Wobbler / Toddler Room, staff members sat on the floor with the youngest children, children were observed playing with play material such as; sand, play dough, colouring pictures, and songs were sung to the youngest children.
- In Pre-school 1 and Pre-school 2 Room staff assisted children where necessary to complete activities and encouraged and supported children who were able to complete them independently.

The children enjoyed outdoor play during the day. Transitions between activities were smooth and staff reminded children 5 more minutes till tidy up time, which facilitated children to complete their activity. The theme of the week was Mother's Day and children enjoyed during artwork during the day. Children's individual care plans were available, and staff stated they liaise with the relevant service on an ongoing basis. Documentation was available in the child's file to support this.

- The parents were greeted by staff members in a friendly and familiar way on their arrival to and departure from the service.

Non-Compliance Information

Basic Care Needs

On the day of inspection in the Wobbler/Toddler Room the basic care needs of all children were not adequately supported as outlined below:

1. On arrival of the inspectors 21 children (aged between 1 year 5 months to 2 years 11 months) were in the care of four adults. The room was divided into two sections by means of a shelving unit and a safety gate. The younger children (wobblers) were in one section and the older children (toddlers) were in a separate

section. Children in both sections were upset and crying. In addition to the upset children the regular use of walkie talkies and the regular knocking on the door which continued throughout the day, added to the noisy environment which did not support the learning, development, and wellbeing of the children present.

2. Staff members were observed been busy with the care needs of this age group, such as preparing for mealtimes and nappy changing, while staff were observed to lift and provide comfort to children who were upset and crying, this did not occur at all times, such as, the inspector observed a staff member saying to a child crying as she passed by “are you ok” but did respond to the child in a timely and appropriate way.
3. A child who was moved from the Baby Room to the Wobbler/Toddler Room in January 23, was noted upset and crying during the time of inspection. The child was not seen smiling or playing and looked to a staff member to be constantly picked up. There appeared to be no direction for staff to deal effectively with children when upset or a plan for children who are upset. It was noted by the inspector that a parent was not informed that their child was upset and crying for long intervals in the day. The staff member was overheard informing a parent that “the child was fine today”.
4. In the toddler area the children did not have adequate opportunities to move about freely which did not support their basic care needs. There was inadequate space available to the children to engage with age-appropriate play material such as push along toys and the designated interest areas were inadequately resourced and poorly laid out.

Supporting relationships around children:

5. In the Wobbler/ Toddler Room staff members were observed not to adequately support children with positive behaviour management strategies. Children who became upset because they wanted the same toy did not receive appropriate support. These minor behaviour incidents were not dealt with at the child’s level. A staff member was overheard saying” *“excuse me that is enough” “boys and girls we need to share the toys in this room,* which was not an age-appropriate solution. Two young children in the outdoor area were noted to be crying and upset as they wanted to play on the small slide. The children did not receive appropriate support at that time. The inspector asked a staff member “what the procedure was to deal with minor behaviour issues”, the response given was to “offer alternative toys or to engage the young child in play with a different toy”. This management strategy was not observed to be carried out on the day of inspection.
6. The physical environment was not adequately stimulating or challenging for the children to engage the children in play. The lay out of the play materials was poor as many were stored in storage units that were

difficult for the children to access independently, or support equipment was not readily available such as equipment for the small kitchen unit. Therefore, most of the play was noted to be adult led. During the morning time as children were disengaged, they were observed running around the tables in the room. A staff member said to the children *"toddlers no running around this room"*! *"Sit down on your bum"*! *"That's enough"*, *"guys you are not to run around"*. The inspector was overheard a staff member saying, *"do not kick the teacher"* and *"can you say sorry to me"*. One child wanted a toy and was told *"no toys on the table for dinner"*, hit a staff member, was taken aside, and spoken to.

7. The service operated a designated sleep time. This meant that children attending the Wobbler/Toddler Room were played to sleep or rest from approximately 12.30pm to 2.30pm each day and children attending Pre-school Room 1 and 2 were placed to sleep or rest for one hour. Children availing of part time day care leaving the service at approximately 2pm were also placed to rest or sleep. The service designated sleep time of each child was not supported according to each child's individual needs for rest or sleep or play and did not offer the support and care that children required during that time, such as:
 - The Wobbler/Toddler Room was adapted to a sleep area as separate sleep room was not available. Therefore, after dinner, all the children had to go outside to accommodate this transition as cots and beds had to be brought into the room and arranged. This transition was confusing and difficult for the youngest children in the room who had only returned from outdoor play at 11.40am and despite children showing signs of tiredness and crying they had to go outside again.
 - In the wobbler section 8 children were placed in cots, of the 8 children placed in cots only 2 children slept. The children who remained awake were not lifted and offered a suitable alternative. These children were seen standing up in the cot as they were restless or sitting up looking around. Staff members continued to use walkie/talkies and there was also knocking on the door which was not conducive to sleep.
 - In the toddler section 11 children were placed on low beds, of the 11 children only 5 children slept. The children who moved off their bed were told to go back to their bed or were brought back to the bed by a staff member when they tried to play. Two children were seen hiding under a table were also placed back on their bed. The inspector overheard staff saying to children *"put your legs in the bed "get into that bed" and" lie down"*. The children were not offered a suitable alternative. The inspector asked staff what the procedure is when children do not want to go asleep or have rest time. The inspector was told that all children have to rest between 12.30pm to 2.30pm.

- In Preschool Room 1 during the designated sleep time 5 children were placed to sleep on mats but only 2 children slept for the hour. Children were sitting up and restless, the staff member was overheard saying to the children *“head down, head down, good boy”*. The children were not offered a suitable alternative.
- In Preschool Room 2, all 11 children were placed on sleep mats. Nine of the 11 children did not sleep at all during the hour. One child wanted to play with a toy and the toy was removed from the child who then became upset. Also, staff were continuously saying *“head down, head down please”*. Children remained awake and some were on all fours on the bed for periods of time as they were so restless. Staff members continued to use walkie/talkies which was not conducive to sleep. There was also continuous knocking on doors at sleep time. The children were not offered a suitable alternative.
- 8. In the Wobbler/Toddler Room the service did not use additional methods to promote a sense of belonging, for example, there were no photographs of the children, or their parents displayed on the wall which could comfort a young child and nurture links with family and home.
- 9. In the Wobbler/Toddler Room sibling time was not adequately facilitated, two siblings were in the room in late afternoon, one in the Wobbler section (who came across from the Baby Room) and the second sibling was in the Toddler section, but they were separated within their own sections. They were observed trying to engage with each other through the safety gate. Both children had been upset and would have benefited from sibling time however the inspector was told that they do not facilitate sibling time.

(3) On the day of inspection, there was no evidence that the registered provider provided any adequate supports to the staff members to ensure practices were not disrespectful, degrading, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

As outlined above in Regulation 19 staff members did not always use supportive language or soft tones when addressing the children. Staff members were heard addressing children in language that was not age appropriate which was not respectful. Additionally, sleep practices as outlined above did not consider children’s choices for their individual need to rest/and or play which was also not respectful. The behaviour management practices witnessed by the inspectors throughout the day of inspection, as outlined above, was in variance to the behaviour management procedures outlined in the service Supporting Positive Behaviour Policy.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

1. Since the inspection we have removed the partition and opened the environment to one area. I have asked the staff to ensure the staff are organised in the morning or during transition periods and this will ensure they are not coming knocking at doors during the day. All staff have been asked to ensure during sleep time that their walkie talkies are turned off and at a low level during the day and only used when necessary.
2. We have engaged with the Donegal County Childcare Committee, and they are going to support us and provide adequate training which will commence on June 14th, I have requested we start the training with Interactions and modelling behaviour and appropriate wording to children.
3. Since the inspection we have removed the partition and opened the environment to one area to support the children's basic needs.
4. All staff will receive staff training on acceptable behaviour at our next staff meeting on the 11/5/23. We are due to review our policies in August and all staff will sign off on the policies in place including behaviour policy. We have engaged with the Donegal County Childcare committee, and they are going to give us tailored support through workshops.
5. For any children who do not sleep all staff have been informed to follow the child's own needs in terms of sleep. I accept on the day of inspection this was not our practice however this is our policy. Any children who are not sleeping are monitored on their need for sleep while playing during this time. These children will be offered the option to rest or sleep but no child will be forced.
6. Nappy change time has been changed to ensure a smoother transition. An additional staff member is in the room temporarily to support this transition period and establish the routine. The staff feel the children have a burst of energy after dinner so they will assess each child's individual needs and if needed that child will be transitioned to bed rather than outdoors.

7. As mentioned above, I have asked the staff to ensure the staff are organised in the morning or during transition periods and this will ensure they are not coming knocking at doors during the day. All staff have been asked to ensure during sleep time that their walkie talkies are turned off and at a low level during the day and only used when necessary. As mentioned above, for any children who attend here and who do not sleep all staff have been informed to ensure the children are given quite resources at a table to ensure they are not made stay in a bed when they do not need to. Any children who require a sleep, the staff will support this.
 8. We are working on photo albums in the book area of the children playing and their families and this is expected to be completed on the 29th of May 2023 due to parents emailing pictures.
 9. Although this was done on the day this is our common practice. Sibling time is facilitated during outdoor times and as the rooms quite down in the evening, all rooms join up at 5.30pm daily. Since the removal of the divider in the wobbler/toddler room we have sibling time all day.
- (9) (3) This was discussed after this inspection and will be discussed further at our staff meeting on the 15th March 2023. As mentioned above, we have engaged with the Donegal County Childcare Community, and they are going to support us and provide adequate training on the 14th June 2023. I have requested we start the training with Interactions and modelling behaviour and appropriate wording to children.

All staff have been made aware to respect the voice of the child, respect their wishes and boundaries. We are going to develop an interaction and engagement policy in June's team meeting, once completed all staff will sign off on it and it will be emailed to the parents and a hard copy will be kept on file in the service.

Preventive Action

1. We will ensure we are supporting the learning, development, and wellbeing of the children each day by ensuring the walkie talkies are turned off during rest times and at a low level during the day and only used when necessary.

2. Staff training with the Donegal County Childcare Committee and onsite visits from our Developmental Officer. Workshop scheduled for June 14th will be conducted in two parts. Part one is online training and part two onsite support visits. All staff working with children in this age group will be requested to attend. Please see e mail attached.
3. We will ensure the room has stock rotation and the children always have adequately resourced room with designated interest areas. The layout of the designated interest areas and the availability of age appropriate play material in the wobbler/toddler room can be seen in the photos below. If and when a child seems upset the staff will comfort the child and try and follow their needs. If a child cannot be calmed down or is distressed the staff member will ring the parent to collect the child.
4. We have enrolled on Challenging Behaviour: Free Online workshop, Wednesday 24th May at 7pm, advanced nurse practitioner in Child Health and Parenting will host the workshop for Educators working in an Early Learning and Care setting (please see documents below).
5. All staff will assess each child's individual needs daily and support them with sleep when and if needed. Any child who requires a sleep the staff will support this. If there is extra staff or the ratios are correct children may go outdoors to the park to play. If children require a sleep during the day, they can do so now with the low beds and cot that always stay in the room. This enables the option for sleep at any time during the day that a child may require.
6. All staff members will adequately support children with positive behaviour management strategies. As mentioned above staff will also be attending the managing challenging behaviour on 24th May 2023.
7. The physical environment will always be adequately stimulating or challenging for the children to engage the children in play. The children will access the environments independently, and support equipment is readily available such as equipment for the small kitchen unit. Our play is child led. Transactions will be a smooth as possible for all children taking in their individual needs into account.

8. We will use additional methods to promote a sense of belonging which could comfort a young child and nurture links with family and home. We are working on photo albums in the book area of the children playing and their families and this is expected to be completed on the 29th May 2013.

9. We will always facilitate sibling time, this has been reiterated to all staff since our last inspection.

(9) (3) All documents and evidence that the registered provider provided any adequate supports will be kept on file. We will always consider the child's voice and their needs.

Supporting documentation submitted

A group of photographs were submitted which demonstrate the changes in the care rooms and include designated resourced interest areas to promote the play and learning environment for the children attending.

Summary Comment

The response from the registered provider has been accepted. The registered provider has addressed each non-compliance. Evidence submitted demonstrates that systems and care practices support the health, welfare and development of the children attending the pre-school. Training on child development is due to commence on June 14th with the Donegal Child Care Committee which includes onsite visits and will focus on "interactions and modelling behaviour and appropriate wording to children". A Challenging Behaviour workshop has been arranged for Wednesday 24th May. Photographs submitted demonstrate the changes made to the lay out and the children's environment promote a play and learning experience for the children attending. Systems and procedures have been put in place in relation to the children's wishes for rest and includes an alternative activity if they choose not to sleep.

On the 14/06/23 during the CAPA verification inspection the inspector noted significant improvements have been made since the last inspection as outlined in the registered providers response above, to support and promote the children's care and well-being in the service.

Additionally, the staff members spoke respectfully to the children, were kind and used age-appropriate tones of voice when addressing the children. Regulation 19 has been addressed and will be reviewed at the next 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-

- (a) having regard to the number of pre-school children attending the service, their respective ages and the amount of time they spend on the premises, there are adequate and suitable facilities for each child to play indoors and, where required by these Regulations, outdoors, during the day, and
- (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)(a) There was adequate and suitable furniture and play equipment and materials available to support play (except as outlined below) such as:

- In the Baby Room there was an adequate number of highchairs which were in good condition to facilitate mealtimes. The children had space to move freely in the room.
- In Pre-school Room 1 and 2 tables and chairs in each room were appropriate to the age and stage of development of pre-school children attending. The play materials and play equipment were visible and easily accessible to the children on open shelving at their height. Interest areas included home areas, construction areas, arts and crafts areas and reading/ relaxation areas.
- There were four outdoor play areas equipped with age-appropriate play materials and equipment to facilitate the children to engage in physical activity. Two enclosed area were accessed directly from the Wobbler/Toddler Room and designated for use by the children attending. Play material such as a slide, playhouse, and push along toys were provided in this area.
- The outdoor play area for the children attending Pre-school Room 1 and Pre-school Room 2 was located to the front of the pre-school and to the left of the main building consisted of a bark surfaced large area. This space contained a broad range of ride-on toys, wheelbarrows, muddy kitchen, wooden play material features and opportunities for physical activity.

(b) Adequate facilities for rest were provided in the service for the number and age range of children attending (except as outlined below).

- A separate sleep room adjoined the Baby Room and contained 7 standard cots, in use for children under 2 years on the day of inspection. All cots were observed to be in good condition with appropriately fitting safety mattresses.

- In the Wobbler/Toddler Room children aged under 2 years were placed to rest/ sleep in cots and children over 2 years of age were placed to rest/sleep on sleep mats. All cots and low mats were observed to be in good condition with appropriately fitting mattresses. Each child had a “sleep box” where their sheets, blanket and soothers were stored.
- Within Pre-school Room 1 and 2 there were suitable rest areas with floor mats, cushions provided, should a child need to rest or take a break from activities during the day.

Non-Compliance Information

(1)(a)

1. In the Wobbler/Toddler Room the play environment did not adequately support children’s play and learning. Most of the toys were stored in shelving units that were difficult to remove, were heavy for the young children and some were overstocked with toys such as the box with cloth dolls. It was difficult for a child to remove play material independently. There were no pictures on the shelving units to assist the child to identify their toys of choice which did not facilitate child led play. Other play materials were not readily accessible to promote independent access by children, such as a sand box was covered by a large black mat and inaccessible to the children and a small boat used for sand was situated near the entrance to the sanitary accommodation which was not a suitable space for play.

(b)

2. The rest area for the young children in the Wobbler area was not comfortable or suitably laid out for the young children to enjoy, such as 3 large, wipeable padded mats were used for the children to sit but noted in a cluttered state, one of the mats was unclean and heavily stained. Books available beside the mats in a small book stand were in poor condition, they were tattered and mostly torn.
3. The rest area for the young children in the Toddler area was not comfortable for the toddlers to sit and enjoy unstructured quiet activities or take up a book. The area allocated consisted of heavily stained cushions beside a radiator which were unsuitable. There were no books available.
4. During the designated sleep time, the sleep areas in all rooms were not quiet or restful due to the noise level and were not conducive to sleep (as outlined in Regulation 19) observed when the inspectors were present in the care rooms.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

1. Our sand and water are open all day to the children apart from at mealtimes. it is removed from the sanitary area.

2. As mentioned above since the inspection we have removed the partition and opened the environment to one area. We have removed items and replaced items.
3. As mentioned above, I have asked the staff to ensure the staff are organised in the morning or during transition periods and this will ensure they are not coming knocking at doors during the day. All staff have been asked to ensure during sleep time that their walkie talkies are turned off and at a low level during the day and only used when necessary.

Preventive Action

1. In the wobbler/toddler room the play environment adequately supports the children's play and learning. All of the toys are stored in a shelving unit loosely. It is easy to remove play material independently now. The open shelving units assist the child to identify their toys of choice to facilitate child led play. Play materials are readily accessible to promote independent access by children, such as our sand box and water trays are open all day to the children apart from at mealtimes. It is allocated to another area of the room which can be seen in the picture below.
2. The rest area for the young children in the Toddler area is now comfortable for the toddlers to sit and enjoy unstructured quiet activities or take up a book.
3. All the sleep areas in all rooms are now quiet and the noise level is low and conducive to sleep.

Supporting documentation submitted

Photographs of the play environment, open shelving and rest area were submitted to the inspectorate.

Summary Comment

The response from the registered provider has been accepted. Photographic evidence was submitted to demonstrate that adequate and suitable facilities for rest and play are available. On the 14/06/23 during the CAPA verification inspection the changes as outlined above were confirmed by the inspector. The play environment and materials in the Toddler Room were age appropriate and accessible at the children's level to promote independent play. The environment when children were sleeping was calm and children were given an alternative activity when they did not wish to avail of sleep. Regulation 20 has been addressed and will be reviewed on the next inspection.

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

- In the Baby Room there was a sufficient amount of play equipment and material to support the children’s welfare, development and learning. There was a sufficient number of highchairs available. The children had safe uncluttered floor space to explore and move around which supported their physical development.
- In the Wobbler/Toddler Room play material included blocks, sand tray, wooden oven, black board, large blocks, soft toys, plastic container of small trucks/cars, books and colouring opportunities. Mother’s Day cards completed by some of the children were on display.
- In Pre-school 1 and 2 there was age-appropriate furniture to facilitate mealtimes and tabletop activities. The play materials were displayed at child level which facilitated child directed play. The resourced designated play areas included home corner areas with support kitchen material, construction areas with cars, trucks, tabletop activities, and arts and crafts areas with painting, colouring opportunities and areas for storytelling and quiet time. The play materials and equipment were stored on low-level shelving to facilitate the children to select and replace items of interest independently. Play materials were suitable for the age and stage of development of the children in these care rooms.
- The outdoor areas supported a range of physically active play including running and climbing. Play materials included slides, climbing frames, kitchen areas with support equipment for messy play, and push along toys.

Non-Compliance Information

1. In the Wobbler area furniture such as the tables and chairs were too high for the children attending (aged between 1 year 5 months to 1 year 11 months). The children were unable to place their feet securely on the floor. During the inspection two children fell off the chairs onto the floor.
2. In the Wobbler/Toddler Room there was an insufficient amount and variety of play material to support the children’s welfare, development, and learning such as:
 - In the wobbler area clearly defined interest areas were not available. Small trucks and soft toys were mostly the play material available to the children on the day of inspection. Play material were mostly

stored in storage units that were difficult for a child to remove independently. Climbing soft blocks were not arranged well to assist and encourage a young child to climb and were placed haphazardly in a corner of the room. There were few push along toys to support gross motor development. Books noted were mostly tattered/torn and in poor condition.

- In the toddler area clearly defined interest areas were not available such as a home corner area, a construction area, arts and crafts areas and a reading and relaxation area. The wooden oven unit was broken as the door had fallen off; kitchen support material was not available beside the unit to support imaginative play and fun. An open shelving unit was almost empty. The large sand tray was covered with a black mat and inaccessible to the children.
- There were few pictures on the wall at the child's level, Mother's Day cards were hanging at a high level and not in reach of the children. There were no family photos displayed (family wall) or photos of the children (birthday wall).

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

1. In the Wobbler area furniture such as tables and chairs were changed, and new chairs and table were bought.
2. As mentioned above since the inspection we have removed the partition and opened the environment to one area. We have removed items and replaced items. The room has designated interest areas and is adequately resourced now. See pictures below.
3. We have moved our artwork down to children's levels.

Preventive Action

1. The table and chairs are suitable as the children can place their feet securely on the floor.
2. There will always be sufficient amount and variety of play material to support the children's welfare, development, and learning.
3. Artwork will remain down to children's levels.

Supporting documentation submitted

Photographic evidence of children sitting on age-appropriate chairs were submitted.

Summary Comment

The response from the registered provider has not been accepted in full. While the inspector noted improvements in relation to the layout and availability of play material in defined interest areas all non-compliances as stated above have not been addressed. Such as, the registered provider stated in the response to the inspection report that adequate and suitable furniture have been provided and children can securely place their feet on the floor, the inspector did not witness this change. Children were observed sitting on chairs that were not age appropriate as they could not place their feet securely on the floor. Regulation 21 has not been addressed in full and remains outstanding.

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 premises were appropriately secured indoors to prevent pre-school children from exiting unsupervised and restrict unauthorised persons from gaining access to the pre-school.
- The kitchen was inaccessible to the children.
- Cleaning agents were stored out of reach of children.
- Children's attendance was recorded at time of arrival and departure.

Infection Control:

- The children were facilitated to wash their hands following personal care, nappy changing and prior to mealtimes.
- The staff members wore gloves and aprons for each nappy change and the mat was cleaned after nappy changes.

Safe Sleep:

- Children were appropriately monitored during sleep, 10-minute sleep records were maintained in relation to the children's position, colour and breathing status. Staff members remained in the Wobbler/Toddler Room and Preschool Room 1 & 2 and monitored children on low beds.

Non-Compliance Information

General Safety:

1. Water temperatures in the children sanitary accommodation in the Preschool Room 1 and Preschool Room 2 were excessive and recorded at 65.3⁰ C and 66.6⁰ C respectively. Staff were alerted immediately, and the Registered provider put measures in place to reduce the water temperatures. (Excessive water temperatures were also noted on previous early years inspections).
2. There was a potential risk that a child could leave the premises when accessing the outdoor areas to the front of the pre-school as the main gate was broken and placed to the side of the entrance. Additionally, the outdoor area contained other household debris which was not cornered off which presented as a hazard.
3. A window on the first-floor of the building in Preschool room 1 was not secured and opened onto a flat roof of the premises.
4. In Pre-school Room 1, there was two sanitary accommodation areas each with one toilet and sink. One of the children's toilets in the sanitary accommodation was positioned at a raised level off the floor accessed by 3 steps, height 76cms (2 steps measured 26cm and one measured 24cms). There was a risk that a young child could fall or trip as there was no handrail available to assist the children when ascending or descending from this height.
5. In the Wobbler/Toddler Room and Pre-School Room 1 sharp corners on low furniture for example low level shelving were not cushioned which posed a safety risk to the children.
6. In the Baby Room the soft climbing mats were positioned near the window, but adjacent to radiators where there was a danger that a child could slip and injury themselves against the radiator which was not cushioned. The mats were not surrounded by soft cushioning to prevent an injury if a young child fell off the block onto the hard floor.
7. There was excess materials stored in the lobby of the Wobber/Toddler Room which presented a safety hazard.

Infection Control:

8. The standard of cleaning in the care rooms was inadequate which posed an infection control risk as outlined in Regulation 29.
9. In the Wobbler/Toddler Room the children's food was delivered in stainless steel covered containers, these containers were placed beside the sink unit which posed an infection control risk as a more appropriate location (food counter) or mobile trolley for food storage was not available.

10. In the Wobbler/Toddler Room the soother cleaning practice was inadequate, as soothers were played loosely in sleep boxes (where the children's individual linen was stored after sleeping) and were not cleaned or sterilised after use which posed an infection control risk. A staff member informed the inspector that soothers were washed under the tap, a sterilising unit was not available to staff.
11. The mouthed toy practice was inadequate which posed an infection control risk. When a child finished putting toys in their mouth, toys was not separated for cleaning but were placed back in toy boxes which posed an infection control risk.
12. Children's linen and loose soothers were stored in unclean "sleep boxes" which posed an infection control risk.
13. In the Baby and in the Wobbler/Toddler nappy changing area creams and lotions were not labelled by the child's name, there was a risk that these creams and lotions could be shared which posed an infection control risk.
14. In the Wobbler area plastic covered mats where the younger children sit on were unclean.
15. Food waste was noted in small bins in the Baby Room and in the Wobbler Room accessible to children which posed an infection control risk.
16. Cleaning schedules in the care rooms did not include play material, soft cushions, mats or dress up clothes.

Fire Safety:

17. Three internal doors in main building leading to a Baby Room, Pre-school Room 1 and Pre-school Year Room 2 were not easy and readable openable from the outside of the door, as they required a key to open the door which was held by some staff members (openable by a thumb turn lock from the inside).
Additionally the entrance door to the Wobbler/Toddler Room was also not easy and readable openable (open by means of a sliding bolt from inside the room).

Safe Sleep:

18. Adequate space (50 cms) was not available between cots in the Baby Room. Adequate space (50cms) was also not maintained between cots in the Wobbler area and between low beds in the Toddler section.

Action submitted by the Registered Provider

General Safety:

Corrective Action

1. On the day of the inspection, the filter was removed and cleaned from the TP valve (Temperature and pressure control valve). The filter only blocks when Donegal County Council repair damaged pipes and turn off the water. When they turn the water back on the silt in their pipes gets trapped in our filters, which in turn reduces the cold-water pressure going to mix with the hot water. Before you left my service on the day of the inspection you checked my water, and it was ratified and at the correct temperature.
2. I have carried out a risk assessment and attached. We have a large gate on the left side of the building where the wobbler children, this gate is locked as required. For the children attending the other side of the building a risk assessment has been carried out and the staff are following these procedures. The outdoor area is clear of household debris.
3. This window has been secured with a safety latch.
4. The sanitary accommodation steps have been fixed, and a handrail put on.
5. All corners on any level shelving in the premise has cushion corners placed on them.
6. The soft climbing mats is positioned differently in the room.
7. The lobby was cleaned and clear of hazards.

Infection Control:

Corrective Action

8. All staff came in on a Saturday to bring the cleaning of the building up to par.
9. The worktop area is cleared and staff of any cross contamination when food is brought into the room.
10. All dummies are now placed in individual lidded boxes on the shelf. A sterilising unit has been purchased, please see pictures below.
11. As previously mentioned above, a new policy was implemented on management of mouthed toys and staff are aware of proper procedures.
12. All boxes are clean and do not pose an infection control risk as no dummies are placed in them.
13. All creams and lotions are now labelled.
14. We have removed items and replaced items.
15. The food waste bin was moved out of reach of the children.
16. All cleaning sheets were amended.

Fire Safety:

Corrective Action

17 All door handles were changed in the three rooms, the sliding bolt was removed.

Safe Sleep

Corrective Action

18 All the cots were moved using our ruler to ensure the correct space of 50cm.

General Safety:

Preventative Action

1. Moving forward the filters will be monitored monthly unless the Donegal County Council turns off the water to ensure this doesn't happen again ensuring we are safeguarding the safety of the children attending the service.
2. The doors into the premise are all secured, and a staff member is always with the children. Please see attached a missing child policy if a child ever left the premises. We will continue to use our Cho Cho method with our staff at the front and back to prevent any child leaving the grounds while transitioning from indoors to outdoors or vis versa. Please see photo below.
3. The window security latch will prevent any children from harm.
4. The seps and handrail will assist the children when ascending or descending from this height. The children manage the handrail and steps safely in the sanitary area in Pre School Room 1 by using the small steps and holding onto the rail to support themselves independently.
5. The safety risk is limited now with the corner cushions.
6. There is no danger to the children with the mats being moved.
7. The Lobby will remain cluster free.

Infection Control:

Preventative Action

8. The service will maintain cleaning daily and we are in the process of hiring a cleaner.
9. The worktop will be always cleaned from cluster.
10. Dummies will be sterilised daily and placed in the correct boxes.
11. Correct mouthed toy practice will be always maintained.
12. Cleaning will be always maintained.

13. New creams and lotions when come into the service will always be labelled.
14. Staff will monitor the equipment and ensure all equipment and materials will be clean and in good use.
15. The food bin will never be in reach of the children.
16. Staff will correctly follow our cleaning sheets.

Fire Safety:

Preventative Action

17. Doors will always be readily openable on both sides with no locks.

Safe Sleep:

Preventative Action

18. Cots will not be moved in future, so they remain in the 50cm apart

Summary Comment

The response from the registered provider has been accepted. Assurance given in the corrective and preventative actions as stated above were verified by the inspectors during a CAPA inspection on the 14/06/23. Appropriate measures and systems have been put in place and implemented to support staff members in maintaining safety and good infection control measures. On the 14/06/23 an immediate action notice was issued in respect of excessive sleep room temperatures in the Toddler Room and Pre-school Room 1 when children were sleeping (ambient air temperature was high at 26⁰ C). The registered provider took immediate action to address the excessive temperatures by the purchase of new fans for each room and placing a stair gate at Toddler Room door to allow air circulation. Regulation 23 has been addressed and will be reviewed at the next inspection.

Part VI - Safety

Regulation 24 - Checking in and out and record of attendance

(1) A registered provider shall ensure that each pre-school child attending the service is checked in and out of the service by an employee or an unpaid worker.

(3) A registered provider shall ensure that-

(a) no person other than-

(i) pre-school child attending the service,

(ii) a person dropping or collecting such a child,

(iii) an employee, or

(iv) an unpaid worker, can enter the premises without his or her entry being approved by an employee, and

(b) a daily record in writing is kept of the entry on the premises of any such person.

Compliance Information

(1) Records demonstrated that the date and time of attendance and departure in respect of each pre-school child is recorded on a daily basis.

(3)

(a) All persons are approved by an employee prior to entry to the pre-school.

(b) Visitors are announced and approved by an authorised staff member on arrival, the visitors' details are entered into the visitors' book.

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.

(2) The record referred to in paragraph (1) shall be open to inspection by-

(a) a parent or guardian of a pre-school child attending or proposing to attend the pre-school service,

(b) an employee, and

(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) The last recorded fire drill took place on 22nd March 2023.
- (2) The fire record was available and open to inspection by an authorised person.
- (4) A notice of the procedures to be followed in the event of a fire was conspicuously displayed in the premises

Non-Compliance Information

(b) A record was kept of the number, type and maintenance of the fire extinguishers and smoke alarms in the premises, which were last serviced on 1st July 2022, however the certificate provided was not accepted by the inspectorate as it detailed that only 1 extinguisher in the service was serviced. Past records also demonstrated that only 1 fire extinguisher was serviced which was in variance to fire safety legislation. Smoke alarms certificate available were last serviced on the 24th January 2019.

(At the last inspection in May 2022, a non-compliance against Regulation 26 (Fire Safety) remains outstanding as a valid smoke alarm certificate was not submitted to the inspectorate following the inspection process).

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

1. We have our new system installed, please see below the certificate.

Preventive Action

1. To ensure we are following the fire safety legislation.

Supporting documentation submitted

Fire Certificates submitted

Summary Comment

A referral letter to the Fire Authority in Donegal County Council was sent on the 21/03/23. The registered provided has submitted a copy of the fire alarm and fire extinguisher certificates. Regulation 26 has been addressed and will be reviewed at the next inspection.

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 63 children at any one time. The expiry date on the insurance certificate was 27/03/23.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

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

- (a) of sound and stable structure,*
- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities.*

Compliance Information

- The service appeared to be of sound structure,
- The premises was adequately lit and heated. The premises was also adequately ventilated in the main building.
- There was an adequate number of children's toilets in the premises.

Non-Compliance Information

(c) In the Wobbler/Toddler Room a stale unpleasant odour (malodour) was noted.

- (d)
1. Throughout the premises the standard of cleaning was unsatisfactory such as:
 - throughout the premises there was evidence of dust/dirt on doors, walls, floors, skirting boards in the care rooms and sanitary facilities.
 - in the Baby and in Wobbler/Toddler Rooms the nursing chairs were heavily stained and unclean.
 - in Wobbler/Toddler Room cloth coverings such as the "elephant cushions" in the rest area the "red teddy bear" and the "low red chair" and cloth book stands in the care rooms were excessively stained and unclean.
 - in the Baby Room heavy staining was noted under the window at the stumbling block area and unclean.

- In the care rooms play material such as cloth dolls, wooden play kitchens in care rooms were heavily stained and unclean.
- on the ceiling of the Wobbler/Toddler Room black staining (mould-growth), evident of dampness was visible.
- In the Wobbler/Toddler sanitary area nappies /wipes were stored loosely on the radiator cover in the sanitary area as they was insufficient storage available.

(e)There was inadequate nappy changing facilities in the Wobbler/Toddler Room. There was one nappy changing unit /1 mat available. The inspector was informed there were 17 children who required nappy changing on the day of inspection, two nappy changing units were required.

Corrective & Preventive Action submitted by the Registered Provider

Summary Comment

The response from the registered provider has not been accepted in full. Assurances given by the registered provider that systems have been put in place to ensure the service is kept clean, maintained, and repaired as outlined above were verified by the inspectors on the 14/06/23. However, while a second nappy changing unit has been installed this unit was not completed to a satisfactory standard as it did not have an openable window and an extraction fan was not fitted. Regulation 29 has not been addressed in full and remains outstanding.

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.

Compliance Information

(1) (a) (b) and (c) A complaints policy was available, detailing the procedure to be carried out in relation to dealing with a complaint and the procedures for keeping a person informed of the manner in which it is being dealt with.

Non-Compliance Information

(1) (a) (b) (c) The Complaints Policy was inadequate, it lacked detail or omitted pertinent guidance such as:

- it did not include other relevant persons who can make a complaint to the registered provider such as: children, staff members and other adults.
- It did not describe information about the appeals process, in the event the complainant was unsatisfied with the outcome of the complaint. The policy stated *“for the well-being of all parties if a complaint cannot be resolved. Aurora’s Hobbits Ltd reserve the right to ask a family to find other childcare arrangements and leave Aurora’s Hobbits Ltd given one month’s notice”*.
- It did not describe details of any recommendations, or relevant changes to policies or procedures following the complaint.
- It did not include that complaint records will be kept on file for 2 years in a secure location.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

- The policy has been updated and attached to the email.

Preventive Action

- To ensure we are following Tulsa Guidelines with correct policies and procedures. policies review every year or if any legislation occurs outside of the yearly review.

Supporting documentation submitted

The updated complaints policy was submitted to the inspectorate.

Summary Comment

The response from the registered provider has been accepted. A complaints policy has been developed to provide direction on the management of complaints in the service. Regulation 32 has been addressed and will be reviewed on the next inspection.