

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier: TU2015DR068

Name of Service: Once Upon A Time Nursery & Montessori

Address of Service: Harbour Square, Crofton Road, Dun Laoghaire, Co. Dublin

Eircode: A96 T6N6

Name of Registered Providers: Anne-Marie McCormack , David McCormack

Service type: Full Day, Part Time, Sessional

Date of Inspection: 13/06/2023

No of pre-school children:	AM	67	PM	64
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Child and Family Agency, Unit 4&5 Nexus Building Block 6A, Blanchardstown Corporate Park, Dublin 15.
Inspection undertaken by:	Á Dunne & A M Cunningham
Title:	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).

Conditions if applicable Not Applicable

Description of service

Once Upon a Time is a large private childcare facility which is one of a multiple of nine services. This service was established in 2008 and is located in an urban setting, situated on the ground floor of an apartment complex in Dun Laoghaire, County Dublin. Care of the children is facilitated across six pre-school rooms – Junior and Senior Wobbler rooms, Toddler 1 and 2 rooms and Pre Montessori and Montessori rooms. Two separate sleep rooms are provided and an outdoor play area is attached to the rear of the premises. The service is registered to provide full day care including part-time day care and a sessional service. The service caters for children ranging in age from 1 year to 5 years and operates Monday to Friday from 7.30am until 6.30pm.

Staffing

A total of sixteen adults were employed in the service, fifteen adults were present on the day of inspection, which included a manager, two assistant managers and eleven adults who all worked directly with children and one adult was employed in a domestic role. One student was also present on work experience. The person in charge provided support where needed, together with managing oversight of the service. The registered providers do not work in the service and were not present on the day of the inspection.

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 inspections may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations:

Regulation 9 – (1)(a), (b),(c) (2)(a), (b), (c), (d), (4)

Regulation 11- (1), (2), (8)(a),

Regulation 19 (1) (a),

Regulation 23

Regulation 25 - (1), (2)

These findings are outlined within the relevant regulations within this report, also, on inspection additional non-compliance was identified under Regulation 29.

These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under the following:

- Regulation 23 – Safeguarding Health, Safety and Welfare of Child
- Regulation 19 Health, Welfare and Development of Child.

Regulation 9 Management and Recruitment and Regulation 11 Staffing Levels were assessed across all the rooms.

As a result, the scope of the inspection included - the Junior and Senior Wobbler Rooms, Toddler rooms 1 and 2 and did not include the Pre Montessori or the Montessori room.

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

An immediate action notice was issued to the registered providers on the 13th of June 2023, due to the significant risk identified under Regulation 23 Safeguarding Health, Safety and Welfare of child, whereby recommended temperatures of 16°C – 20 °C in the Wobbler Junior and Wobbler Senior cot rooms and of 18 °C to 22 °C in some care rooms were exceeded.

On the 14th of June 2023, the registered providers responded to the immediate action notice with the planned corrective actions.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the 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.

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 and was available at all times during the inspection.

(c) There was a clear management structure in the service that identified the lines of authority and accountability in the service and the specific roles and responsibilities of each employee.

(2) Sixteen staff members are employed in the service. Fifteen staff members were present on the day of inspection, which included a manager, two assistant managers, eleven childcare staff, and one domestic staff who prepared meals and carried out some cleaning. The files of sixteen staff members and one student who was also present on the day of inspection were reviewed.

(a) Seventeen written and validated references were from past employers.

(b) Seventeen written and validated references were from a source other than a past employer for the staff members and the student in the service.

(c) Garda vetting disclosures were available for all staff members and the student in the service.

(d) Police vetting was available for nine staff members who required vetting.

(4) Eleven adults had attained major awards in Early Childhood Care and Education at the minimum of Level 5 and above, on the National Framework of Qualifications, or qualifications deemed by the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) to meet the regulatory requirement. The qualifications for one adult, which did not meet this criterion, had been assessed by the DCEDIY and a letter of eligibility to practice had been issued for this adult.

Non-Compliance Information

(2)(d) Police vetting was not available for one staff member.

(4) A recognised childcare qualification was not available for one staff member and the inspectors could not determine the validity of the qualifications presented for a further 2 staff members as they were not translated into English.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2)(d) No Corrective or Preventative Action submitted.

(4) The registered provider confirmed that the one staff member has since left.

Supporting documentation submitted

(2)(d) Photographic Evidence Submitted.

(4) Qualifications for two staff members submitted

Summary Comment

Under Regulation 9, compliance has not been met as the non-compliances have not been addressed as follows :

(2)(d) While it is acknowledged that the outstanding police vetting was submitted for the staff member, a translation which was appropriately certified was not submitted.

(4) The RP stated that one staff member is no longer working in the service. In respect of the other 2 staff members, qualification certificates were submitted however a translation of each which were appropriately certified were not submitted.

This regulation will be reviewed on next inspection.

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

(2) The required adult/child ratio was maintained in the service through the inspection as follows:

The adult child ratios during the morning were maintained as follows;

Junior Wobbler Cot Room: from 10.07am to 10.22am - 1 adult to 3 children aged between 1 – 2 years.

Junior Wobbler Room: from 10.22am to 10.53 am - 1 adult to 5 children aged between 1-2 years.

Junior Wobbler Cot Room from 10.22am to 10.53am: 1 adult to 1 child aged between 1 -2 years.

Junior Wobbler Room: from 10.53am 2 adults to 6 children

Senior Wobbler Room: from 10.22am to 10 53am 2 adults to 9 children aged between 1– 2years.

Senior Wobbler Room: from 10.53am 1 adult to 8 children aged between 1 – 2 years.

Toddler 1 Room: from 10.09am to 10.53am 2 adults to 9 children aged between 1years 9 months - 2 years 3 months.

Toddler 1 Room: from 10.53am 2 adults to 10 children aged between 1years 9 months - 2 years 3 months.

Toddler 2 Room: from 10.08am 2 adults to 8 children aged between 2 – 3 years.

Pre Montessori room: from 10.06am 3 adults to 17 children aged between 2.5 – 3.5 years. A student was also present in this room.

Montessori Room: from 10.08am 3 adults to 18 children aged between 3 – 5 years.

The adult child ratios during the afternoon were maintained as follows;

Junior Wobbler Room: Closed

Senior Wobbler Room: 3 adults to 10 children aged between 1-2 years.

Toddler 1 Room: 2 adults to 10 children aged between 1 year 9 months - 2 years 3 months.

Toddler 2 Room: 2 adults to 10 children aged between 2 – 3 years.

Pre Montessori room: 3 adults to 15 children aged between 2.5 – 3.5 years. A student was also present in this room.

Montessori Room :3 adults to 19 children aged between 3 – 5 years.

(8) (a) The registered provider ensured there was at least two adults on the premises at all times as demonstrated by the staff roster.

Non-Compliance Information

- (1) There was not an adequate number of adults working directly with the children in the service as outlined in the non-compliance (2) below.
- (2) Minimum ratios were not maintained as evidenced in the table below:

Room	Time	Number and age range of children (years)	Number of staff required	Number of staff available	Minimum adult to child ratio requirement
Senior Wobbler Room	10.06 –10:22	12 aged 1-2	3	2	1:5 (1-2 years)

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (1) (2) The manager has been informed that staff must call for cover before leaving the room to bring children to bed. The manager has addressed this issue with the staff and they will ensure they get cover prior to leaving the classroom.

Supporting documentation submitted

- (1) (2) No Evidence submitted

Summary Comment

Under Regulation 11, the non-compliance as outlined above has been addressed.

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.

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 Junior and Senior Wobbler and Toddler 1 and 2 rooms, children who were able were encouraged to feed themselves with assistance provided by staff members as required.
- In the Junior and Senior Wobbler and Toddler 1 and 2 rooms, the children received a morning snack of crackers, tomatoes, and cream cheese. Dinner supplied by an external catering company was heated in the service kitchen which consisted of a pasta and tomato sauce and for the afternoon snack, fruit and breadsticks was provided.
- 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.
- The children in the Junior and Senior Wobbler rooms were facilitated to sleep in cots.
- Children over two years in the Toddler 1 and 2 and Preschool rooms need for sleep and rest were met through the provision of low beds and comfortable rest areas available in the care rooms.
- Outdoor play was facilitated for the children on the day of the inspection except for the non-compliance below. The children were dressed appropriately with hats and suncream applied before going outside.

Supporting relationships around children:

- The children in Toddler 1 room enjoyed art activities and were assisted by staff to complete their artwork where required.
- In Toddler 2 room, children were assisted to make play dough and appeared to enjoy this activity.
- 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

(1)(a)

Basic Needs:

1. A child's need to use the toilet was not responded to in a timely or child centred manner, at 13.51pm a child in the Toddler 2 room requested a staff member to take them to the toilet. Dinner was just starting in the room at this time. The child who was being toilet trained was required to wait a further 15 minutes before the manager was free to take the child to the toilet. This did not meet the child's basic care need for toileting appropriate to age and developmental stage of the child.
2. In the Junior Wobbler room and Toddler 1 room, children were not able to independently handwash their hands, the inspectors observed the practice of washing hands of children aged 1 to 2years 3 months, was carried out by staff members holding the children up to the sink at their waist due the lack of presence of steps at the sinks in the care rooms.
3. Staff advised the Inspector that there is no outdoor play for the children attending the Junior Wobbler Room in the afternoons. Due to the age profile of this group, there are individual children potentially availing of sleep time in the morning at the same time as the scheduled outdoor playtime, therefore missing their opportunity for outdoor play. This was evidenced on the day of inspection when some children from the Junior Wobbler room did not have access to the outdoor area during the inspection as they slept during the Junior Wobbler room outdoor playtime which staff confirmed was at 9.30am.

Physical and Material Environment

4. The environments of the Junior and Senior Wobbler room and in the Toddler 1 and 2 rooms, did not support play opportunities for the children present as areas of interests were poorly defined and developed. The lack of supporting equipment reduced the children's enjoyment of meaningful learning and development play, for example:
 - Some battery-operated cause and effect toys in the Junior and Senior Wobbler rooms and in Toddler 1 and 2 rooms were not working.
 - The play kitchens in the home corners were poorly supported with limited equipment available.
 - Imaginative resources such as dress up clothes were not available in the Junior and Senior Wobbler rooms.
 - Jigsaws and wooden puzzles were incomplete with pieces loose on a shelf or missing which could lead to frustration when a child cannot complete the puzzle.
 - Mostly, the books available were in poor condition with tattered covers and torn pages.

- Activities were adult led with boxes of activities and materials stored on high shelves for example in the Junior Wobbler room, books were displayed on a high shelf inaccessible to children and in the Senior Wobbler room a box of plastic building blocks was stored on a high shelf out of reach of children.
- In the outdoor area, the sand tray had no sand present, and the mud kitchen was partially broken with wood missing and no support equipment available.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The staff have been spoken to about making sure the children are brought to the toilet immediately. The manager will remind the staff to make sure children are brought to the toilet in a timely manner. The service has hired more staff.
2. The service have a step ladder present in the rooms and the children are encouraged to wash their hands, however the staff will offer help to the children when need
3. All children are given access to the garden as per the routines displayed in all the classrooms. The staff are reminded that the children must have access to the garden during the day.
4. Room layouts were relooked at and reorganised into more defined areas.

More equipment was bought for each room and any broken toys were thrown out.

Battery toys received new batteries.

Plenty of new equipment for all areas. Kitchen toys, imaginative toys were bought.

New books have constantly been ordered and a new order was due around the time of the inspection.

Equipment has been brought down to the child's level.

Sand has been put into the sand pit, staff are reminded to make sure they keep this full at all times and the mud kitchen does not have wood missing, the service have added materials to this.

Staff will always ensure the children's materials are in good working condition and the environment is clean. Toys that need to be sterilised will be returned to the children level as soon as possible. Sand has been added to the sand pit.

New spot checks for each room will now identify what rooms require extra materials. These are bought by the area managers.

Supporting documentation submitted

Points 1,2,3 - no evidence submitted

Point 4 - One photograph of one end of the Jnr Wobbler room submitted and receipt for purchase of two toys - one bowling set and one ride on no pedal trike.

Summary Comment

Under Regulation 19, for the non-compliances as outlined above, the actions taken by the RP have been reviewed and have addressed the non-compliances under points 1 to 3.

For non-compliance point 4, while it is acknowledged that the RP has stated in her response that the room has been reorganised and additional toys and equipment have been purchased, sufficient evidence to support these actions have not been submitted. This will be reviewed on the next inspection.

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:

- On the inspectors' arrival at the service, the entrance was secure in order to prevent unsupervised entrance and exit from the service.
- The kitchen area was inaccessible to the children.

Infection Control:

- Handwashing facilities for hand hygiene included warm water, liquid soap, and paper towels.
- Nappy changing facilities were available for the children.
- Sheets and blankets were individual to each child and stored in individual labelled baskets in cubbies when not in use.

Safe Sleep:

- The sleep needs for children under two years of age, were facilitated with access to cots for sleep.
- Children were provided with cellular blankets for sleep.

Non-Compliance Information

General Safety:

1. At 11.19am, a staff member was observed carrying two children at once to the Junior Wobbler cot room for sleep, posing a risk of injury to the children.
2. At 12.28pm, a child was observed to be eating an unattached cardboard book cover, the inspector prompted staff to intervene to assist the child and to check their mouth. The child then spat out a piece of chewed cardboard, this could lead to a risk of choking.
3. At 10.50am, in Toddler 1 room, a child approached the inspector while taking a wooden splinter from their mouth, this child had just been at the sink with a staff member to wash their hands. This was a safety risk.
4. An Immediate Action Notice was issued to the registered providers as the temperature of the care rooms exceeded acceptable ranges. The temperature of the care rooms was recorded as follows:

Care Room	Times and temperatures recorded							
Senior Wobbler Room	12.42pm	25.6 °C	13.00pm	26 °C	13.19pm	25.6 °C	13.59pm	25.7 °C
Junior Wobbler Room	12.48pm	23.5 °C	14.00pm	24.6 °C				
Montessori room	15.30pm	27 °C						

This exceeds the recommended temperature of 18-22 °C in care rooms. It is acknowledged that external temperatures on the day of inspection reached 28°C.

5. Attendance records on the electronic device were not recorded accurately at 12.16 pm, two children from Toddler 1 room and one child from Junior Wobbler room were present in the Senior Wobbler room and not noted as present in the Senior Wobbler room on the electronic device. This poses a risk to the safe evacuation of children in the event of an emergency.
6. Chairs in the Toddler 1 room and Toddler 2 room were defective as the seat part was broken.
7. Some sharp corners in Toddler 2 room were not cushioned to prevent injury to a child.
8. Disinfectant sprays were stored on the radiator in the Toddler 1 room nappy changing area within reach for children.

Infection Control:

9. The service did not ensure that the soothers used by the children were stored correctly, posing an infection control risk. For example, in a labelled open basket containing a child's belongings such as spare clothes, six uncovered loose soothers were present, at 11.15am one of these six soothers was taken from the basket and given to the child.
10. All creams in the nappy changing area for Toddler 1 room were not labelled by name to prevent cross contamination.

Safe Sleep:

11. An Immediate Action Notice was issued to the registered providers as the temperature of the cot rooms and care rooms while children slept exceeded acceptable ranges. The temperature of the rooms while children slept were recorded as follows:

Room	Times and temperatures recorded					
Senior Wobbler Cot Room (Children aged 1 -2 years)	12.44pm	23.7°C	13.03pm	24.5°C	14.03pm	26.3°C
Junior Wobbler Cot Room (Children aged 1 -2 years)	11.57am	22.8°C	12.46pm	23.2°C		
Toddler Room 1 (As sleep room)	11.57am	22.8°C				
Pre Montessori-Room (While 1 child slept)	15.30pm	26°C				

This exceeds the recommended temperature of 16-20 °C while children sleep.

12. Ten-minute sleep records were not available for one sleeping child from 11.42am to 13.39pm. At 13.39 pm the inspector requested the sleep record for this child, no sleep record had been completed. At 13.43pm a staff member completed the sleep record retrospectively. This is not a safe sleep practice.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The staff member has been spoken to in relation to this and the risks involved. This will not happen again. Staff will carry one child at a time unless in case of an emergency. The manager will ensure only one child is carried at a time to ensure there is no risk of injury to the children.
2. Risk assessments are carried out in each room every morning, staff have been reminded to carry this out more thoroughly to ensure all risks are eliminated. The training manager will ensure staff are completing the risk assessment correctly and the manager will follow up on this.
3. Staff were retrained within the centre and all signed off on the risks within rooms and supervision. Daily risk assessments complete. Ensuring all staff are carrying out correct supervision. Ensuring all daily risk assessments are complete.
4. Due to the exceptionally high temperatures on this day the staff did everything possible to reduce the temperatures. Windows were opened, fans on and children offered water continuously throughout the day. The service has linked in with a hire company to have air conditioning units brought to the creche should temperatures exceed the recommend temperature again.
5. During training meeting all staff were informed of the importance of monitoring the devices and signing children in and out. Training was carried out on this. Managers to monitor the signing in and out each day.
6. These chairs have been removed. The staff have been reminded and will ensure that all furniture is in good condition prior to the room opening, this is on the daily risk assessment.
7. The maintenance company have put corner covers on the sharp edges. The staff have been reminded to check for sharp edges as per the daily risk assessment.
8. Disinfectant sprays are kept out of reach of children.

Infection Control:

9. Soothers are stored in each child's own basket and they are labelled, they are sterilised after they are used and returned to the basket, this eliminates any risk of infection, this is complaint with Tusla regulations. Soothers are sterilised and labelled and stored correctly, the manager will continue to make sure this process is followed.
10. All creams have been labelled. During nappy checks the manager will ensure that all creams are labelled.

Safe Sleep:

11. The service has linked with a hire company to ensure the temperature is between the recommended temperature. The Service has linked with a hire company to have air conditioning units delivered to the creche if needed going forward.
12. The importance of regular checks on the children when sleeping has been addressed with the manager and staff – staff have been retrained. Staff have read and retrained in the safe sleep policy by the manager. Spot checks have been implemented and carried out daily to ensure the centre is following best practise. These were taken from the QRF. They are carried out by managers and assistant managers and overseen by area managers and senior management.

Supporting documentation submitted

General Safety:

Points 1, 2, 4, 6, 7, 8, - no evidence was submitted.

3. Copy of two Daily Risk Checklists and Evidence of Staff signatures for training completed 3 October 2023.
5. Copy of two Daily Risk Checklists and Evidence of Staff signatures for training completed 3 October 2023

Infection Control:

Points 9, 10 - no evidence was submitted.

Safe Sleep:

Points 11, 12 - no evidence was submitted

Summary Comment

While it is acknowledged that the registered provider stated that all non-compliances have been addressed no supporting evidence was submitted to address the identified non compliances and meet requirements of Regulation 23.

This will be reviewed on the next inspection.

Part VI - Safety

Regulation 25 - First aid

(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.

(2) A registered provider shall ensure that a suitably equipped first aid box for children-

(a) is safely stored in an easily accessible and conspicuous position on the premises, and

(b) is available to the children attending the pre-school service at all times.

Compliance Information

1) The registered provider ensured that an adequate number of staff held First Aid Responder (FAR) certification training.

(2)(a)(b) Well-equipped first aid boxes were available to the children attending the service and were stored in an easily accessible and conspicuous position on the premises.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

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

(c) kept adequately lit, heated and ventilated

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

Non - Compliance Information

(c) Adequate ventilation was not maintained throughout the service; strong unpleasant odours were present in the Senior Wobbler room and in the sanitary facility used by the Toddler 2 room.

(d) The premises was not adequately clean and maintained, as outlined below:

- Mats at the cosy area in Junior and Senior Wobbler rooms and in the Toddler 1 and Toddler 2 rooms were visibly dirty.
- The walls in the Toddler 2 room and in the sanitary accommodation for Toddler 2 room were stained and visibly dirty.
- The shelving units in Toddler 2 room were not clean as old tape marks gathering dirt were evident.

- Soft bodied cloth dolls were visibly dirty in the Senior Wobbler room and in the Toddler 2 room.
- The bins in the nappy changing area and in the sanitary accommodation for Toddler 1 room area were overfilled and not regularly emptied and an unpleasant odour was present in the nappy changing area.
- One toilet in the sanitary accommodation for Toddler 1 room had floor tiles lifting and small gaps were present between the floor tiles and therefore difficult to clean effectively.
- The ceiling tiles in the sanitary accommodation used by Toddler 2 room were heavily stained and damaged due to a confirmed leak which had occurred upstairs in the building.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(c)

All windows were opened, it could have been a smell from outside. Sanitary facilities can have strong odours immediately after nappy changes or children using the toilet. The domestic changes the bins as needed throughout the day. The domestic staff will make sure the bins are changed more regularly to ensure strong odours don't linger in these areas.

(d)

- Staff will follow the cleaning procedure in place and remove any damaged items or stained items. Soft toys are washed regularly and walls are cleaned weekly or as needed. Staff have been reminded this is part of our health and safety policy and must be done correctly. The training manager and manager will ensure staff are completing their cleaning duties correctly and discarding any stained or damaged items immediately All issues around regulation 29 have been address and a new maintenance employee has been hired who will work directly with Once Upon a Time on a daily basis.
- All windows were opened, it could have been a smell from outside. Sanitary facilities can have strong odours immediately after nappy changes or children using the toilet. The domestic changes the bins as needed throughout the day. The domestic staff will make sure the bins are changed more regularly to ensure strong odours don't linger in these areas.
- The gap in the floor is filled in by clear silicone and the ceiling tiles are being replaced. The service has hired a new maintenance employee to ensure all issues around regulation 29 are compliant. The training manager and manager will ensure staff are completing their cleaning duties correctly and discarding any stained or damaged items immediately All issues around regulation 29 have

been address and a new maintenance employee has been hired who will work directly with Once Upon a Time on a daily basis.

Supporting documentation submitted

No evidence submitted

Summary Comment

Under Regulation 29, for the non-compliances outlined above, it is acknowledged that the RP stated that all non-compliances have been addressed, however supporting evidence was not submitted. This will be reviewed on the next inspection.