

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DR083
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Name of Service:	Giraffe Childcare Cherrywood
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Address of Service:	Cherrywood Science & Technology Park, Cherrywood, Loughlinstown, Co. Dublin
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Eircode:	D18 K7W4
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Name of Registered Provider:	Dearbhala Cox Giffin
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Service type:	Full Day, Part Time
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Dates of Inspection:	19/04/2023
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Date 2 of Inspection:	04/12/2023
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No of pre-school children:	AM	84	PM	N/A
Day 1				
No of pre-school children:	AM	79	PM	79
Day 2				

Address of the Early Years Inspectorate:	Loughlinstown Health Centre, Loughlinstown Drive, Loughlinstown, County Dublin
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Inspection undertaken by:	M. Condon & G. Fagan.
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Title:	Early Years Inspectors
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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

Giraffe Childcare Cherrywood is 1 of 22 early years services operated by the registered provider in the Leinster region. The service is registered to provide a full- and part-time service to children aged 0-6 years. The service operates Monday to Friday is currently open between 7:30 and 6pm. The service is located at ground level in a purpose-built premises in Cherrywood Science and Technology Park in Loughlinstown, County Dublin. An enclosed outdoor play area is available to the rear and side of the premises. Nine care rooms were in operation on the day of inspection with four cot rooms available for children under two years of age to sleep.

Staffing

The registered provider employs 19 childcare practitioners, a manager, a deputy manager, a chef and two housekeepers to work in the service. The managers report to an area support manager, who in turn reports to the registered provider. On the day of inspection there were 19 adults allocated to work directly with the children and two adults to manage and provide relief cover as needed.

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 on the 19 April 2023 focused on governance.

Compliance was assessed under the following regulations:

Regulation 9 (4) Management and recruitment

Regulation 11 (1) Staffing levels

The inspection on the 04 December 2023 focused on governance, health, welfare and development of child and safety. A sampling process was used to assess compliance under the following regulations:

Regulation 9 (2)(4)- Management and recruitment

Regulation 11 (1)- Staffing levels

Regulation 19- Health, Welfare and Development of Child.

Regulation 23- Safeguarding health, safety and welfare of pre-school child.

Regulation 27- Supervision.

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

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

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

Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, deputy person-in-charge, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(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

19 April 2023:

9(4) The files of 21 staff members were reviewed as part of the inspection. This included one staff member who had commenced working in the service since the last inspection on 18.10.22 and four staff members for whom there was inadequate evidence of qualification on the last inspection.

The registered provider ensured that 16 employees working directly with the children held the required qualifications or equivalent. one employee held a letters of qualification recognition to practice from Department of Children, Equality, Disability, Integration and Youth (DCEDIY).

04 December 2023:

The staff files for fourteen adults employed in this service since the inspection on the 19 April 2023 were reviewed.

- (2)
- (a)(b) There were twenty-eight written validated references available from previous employers for fourteen adults employed in the service.
 - (c) Garda vetting was available for fourteen adults.
 - (d) Police vetting was available for thirteen adults who had resided outside the State for a period longer than six consecutive months as an adult.
- (4) There was evidence that fourteen adults had attained qualifications deemed by the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) to meet the regulatory requirement.

Non-Compliance Information

19 April 2023:

(4) The registered provider did not ensure five staff members who worked directly with the children attending the service held at least a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications or a qualification deemed eligible by the Department of Children, Equality, Disability, Integration and Youth Affairs.

The five staff members held a qualification, but the registered provider did not provide evidence that this qualification was deemed equivalent as detailed on the DCEDIY Early Years Qualification list.

Corrective & Preventive Action submitted by the Registered Provider

19 April 2023:

Corrective and Preventive Action

Corrective Action

(4)
Following the inspection, we resubmitted the full files of three staff members highlighted to the DCEDIY. We can now confirm 3 long term members have received confirmation of recognition from their current qualification and are and have been eligible to practice within an early years setting.

The 4th staff member in question has since received her final certificate of qualification this is now on file for further inspection.

The 5th staff member in question has sadly ceased employment with Giraffe Childcare to return to their home country, therefore the final certificate is no longer required.

Preventive Action

(4) The management team and HR department, work closely with each staff to obtain the relevant documents required by DCEDIY and will ensure that they are actively involved in providing all supported documentation with each employee prior to starting in post.

Supporting documentation submitted

Letters of confirmation from the Department of Children, Equality, Disability, Integration and Youth Affairs confirming that the 3 staff members held qualifications which were deemed equivalent to at least a level 5 as detailed on the DCEDIY Early Years Qualification list.

A copy of the final certificate of qualification for 1 staff member.

Summary Comment

On the 04/12/2023 all adults working in the service had the required qualification. The outstanding evidence regarding qualifications four adults on 19 April 2023 has been obtained.

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.

Compliance Information

(1)

19 April 2023:

There were an adequate number of adults working directly with the children attending the service.

The adult to child ratios were correct when the inspectors arrived unannounced to the service and throughout the inspection. The minimum ratio of adults to children was maintained at all times. Nineteen adults were allocated to work directly with the 84 children who were present on the morning of the inspection. The managers were also available to assist in the rooms when required.

04 December 2023

There were twenty-one adults working with seventy-nine children on the morning of this inspection. There were twenty adults working with seventy-eight children in the afternoon. The manager and deputy manager were also available.

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.

Compliance Information

04 December 2023:

(1)(a)

Basic Needs of Infants & Children •

- Healthy nutritious meals were provided by the service for the children. The main meal of pasta and vegetable bake was enjoyed by the children. Younger children were provided with bibs to protect their clothing from spills. The daily menu was on display at the entrance of the service. Snacks consisting of fruit and yogurt was served. Drinking water was available for the children throughout the day.
- Children from all rooms were observed availing of fresh air and sunlight in the outdoor area during the day.
- Younger children's nappies were changed as required and warm engagement in conversation with the children was noted during this time. Older children used the toilet independently and assistance given if required.
- The Carers were responsive to the children for example, talking to them about the dinosaur and animal figures and asking them questions to extend the children learning, such as "which one is bigger", "what colour is this animal"?. The carers sang age appropriate action songs with the children
- If a child was upset, the carer comforted them by picking them up on to their knee and giving them a hug.
- Younger babies were held in their carer's arms during bottle feeding.

Supporting Relationships around Children:

- There was evidence that the service worked in partnership with parents. A daily verbal report detailing the child's day was given to parents upon collection. An app was used to communicate and give the details of individual day including food eaten, drinks taken, nappy changing details, sleep times of the younger children attending.
- The Manager stated that the service also uses the phone, texting and email to update parents regarding the service.

Physical and Material Environment:

- With the exception of the non-compliance below, the playrooms were spacious and laid out to meet the needs of the children in each room.
- The designated sleep rooms were equipped with standard cots. Low level lighting was provided.
- Low beds were available for children aged over 2 years who required sleep.
- A variety of suitable and age-appropriate toys and equipment were easily accessible to the children from low level shelving.
- Areas of interest in the rooms included a home corner, art area, construction, transport and a library.
- There was evidence of the children's artwork on display in the rooms.
- An outdoor area divided into areas to accommodate the different age groups attending. Play equipment available included playhouses, activity climbing area and slide and swings.

Non-Compliance Information

04 December 2023:

(1)(a)

1.

The required ambient temperature in the baby sleep rooms of 16.0°C – 20°C was not maintained as evidenced by the following:

- At 12.15pm 10 children, aged between 18months and 2 years, from the Baringo room were settling to sleep. Their outer clothes had been removed. The temperature of the sleep room at this time was 12.8°C. The staff member was informed of the low temperature by the Inspector. The heater was then used to increase the temperature to 16.2°C at 12.45.
- There was no record of the monitoring of the sleep room temperature prior to the children entering their sleep room.

2.

The required ambient temperature of 18.0°C – 22°C for the comfort of children was not maintained in the sanitary areas as evidenced by the following:

- The temperature of the Nappy changing area off the Baringo room was 15.8°C at 11.35am.
- The temperature of the Nappy changing area off the Baby Acasia room was 16.8 °C at 11.40am
- In both rooms 7-10 children had their nappies changed nappy changing in the previous 10-15 minutes. When asked there was no record of the monitoring and recording of the temperature of this area.
- This temperature of the Nappy changing area off the Baringo room was re-checked at 15.20 and was recorded at 17.7°C. Measures taken by staff did not increase the temperature to what is required in a timely manner.

3. The required ambient temperature of 18.0°C – 22°C for the comfort of children was not maintained in the Baringo care room where 10 children aged 18 months to 2 years were present as evidenced by the following:

- At 11.35am the temperature of the room was 17 °C. It is acknowledged that this temperature increased to 18.4°C at 14.25pm which is within the required temperature range.

4.

The free movement of children aged 2years and 6 months -3 years was restricted in the Serengeti Room which was evidenced by the following:

At 11.05 all 12 children were sitting at the tables with dinosaur and animal figures to play with on the table-top. Children were observed sitting at the tables from 11.05am until 11.40am. On two occasions when a child got up from their seat, one carer ushered the child back to their seat. The children were brought in one at a time to wash their hands but were asked to sit again and wait for their midday meal.

5.

The voice of one of the carers in the Serengeti room was loud in order to grasp the children's attention. For example, children were making a humming noise and it was increasing, one of the carers in a loud voice asked them to make a tower for the cake, the carers voice was a lot louder than the children's collective voice. The carer persisted to use a loud voice for singing, asking questions and getting the children's attention, this lasted for

30 minutes and unnecessarily created an intense atmosphere that was not relaxing for the children in the care room. Using a loud voice to capture young children's attention is not appropriate.

6.

There was a limited selection of toys available to the children in the Serengeti room. There were jigsaws stacked on top of one another with a basket beside them where the jigsaw pieces were stored collectively. The baskets that housed some table top construction toys were too large for the shelves, making it difficult to access for young children.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Corrective Action: Day 2 – 4/12/2023.

1,2&3.

Following the inspection a full service was completed, and all areas actioned to increase the temperatures within the areas mentioned.

The staff team have received further training on maintaining the correct temperatures within the base room and sleep rooms and advised to report any inconsistencies in temperatures to management so corrective measures can be put in place.

4& 5. The staff in the Serengeti room have received further retraining on the care routine of the day along with transitional periods for the children throughout activities within the base room and the correct use of language and tone with the children which is in line with our policy and best practices. The staff members have implemented a new routine that supports children to explore their play environment ensuring that free play is encouraged. This supports and encourages a nurturing approach whilst promoting children to lead in their own learning.

6. Following the inspection, the Serengeti room received a full revamp to the lay out and is fully resourced with the equipment that will support the children within their learning environment. The staff have received further retraining on providing an enriched learning environment that is accessible to all children.

Summary Comment

The corrective actions, preventive actions and evidence received have been considered by the inspector. The non-compliances identified on inspection on 4th December 2023 in relation to Regulation 19 have been addressed.

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

04 December 2023:

General Safety:

- The kitchen and storage areas were inaccessible.
- All toys and play equipment were safe for the age group using them and in good condition.
- All electrical wiring was secured.

Infection Control:

- The environment was clean and cleaning schedules were available.
- Children were supervised washing their hands at key times for example before lunch, after using the toilet and after outdoor play.
- Liquid soap, paper towel and pedal operated bins were provided in all areas to facilitate hand hygiene.

Fire Safety:

- Fire exits were unobstructed.

Administration of Medication:

- Temperature reducing medication was available and stored safely out of reach of children.
- Staff were aware of the procedure regarding the safe administration of medication.

Outing:

The person-in -charge stated that no outings are undertaken from this service.

Non-Compliance Information

04 December 2023:

General Safety:

1. The responsibility regarding the recording of the movement of children was not well defined as evidenced by the following:

Children who nap in the afternoon and are from the Masimara room are separated into 3 different rooms for sleep time. The two children that were not sleeping went to the garden area for the duration of time their classmates nap time. The signing in and out of rooms is completed by staff but it was unclear who's responsibility this is. Staff said whoever happened to look at the tablet first was the person who signed them in to the room where they were sleeping. The policy on transitions was unavailable on the day of inspection.

The present situation may lead to confusion and increases the risk as, if an evacuation of the building is required, all children may not be accounted for.

2. There were no visibility strips on the lower part of windows in Acasia room which could cause a baby to bang into it accidentally and injure themselves.

Infection Control:

3. In the Baringo room the inspector observed one staff member changing three children's nappies. The procedure was unsatisfactory in relation to infection control for the following reasons:

- The staff member did not remove her gloves following the nappy change, prior to applying cream and dressing the child.
- The staff member did not wash her hands between each nappy change.
- The children's hands were not washed following nappy change.
- The nappy changing mat was not cleaned between each child.

4. The cleaning of the care rooms was inadequate in the following areas:

- There was evidence of debris and dust on the floor beneath the ball pool and in the corners of the inside of the ball pool used by the children in the Baringo room.
- In the Serengeti room dust and debris was located under the play mats for the children.

Action submitted by the Registered Provider

Corrective Action

General Safety:

1. All staff have received further training on recording the movement of children within the centre, The staff are aware of their responsibility of signing the children in and out of the room register.
2. Visibility strips have now been applied to the Acacia windows to avoid possible incidents.

Infection Control

3. The staff team have been fully retrained on the nappy changing policy & procedure.
4. The care rooms mentioned have been fully deep cleaned and the staff member's responsible have had retraining on maintaining the care room and equipment.

Preventive Action.

General Safety:

1. The management team will carry out checks and monitor the transitions of children within the rooms.
2. The Management will carry out weekly checks to ensure all windows within the centre have the visibility strips on them.

Infection Control:

3. Our team will continue to receive refreshed training on the nappy changing policy to ensure they are carrying out nappy changing practices correctly.
4. The management team will ensure daily checks are being carried out in the care rooms to ensure the hygiene of the room are in line with our hygiene policy

Supporting documentation submitted

General Safety and Infection Control:

Copy of staff training records.
Photographic evidence of clean ball pool.

Summary Comment

The corrective actions, preventive actions and evidence received have been considered by the inspector. The non-compliances identified on inspection on 4th December 2023 in relation to Regulation 23 have been addressed.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Compliance Information

04 December 2023:

At all times during the period of inspection the pre-school children were supervised.