

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DR114		
Name of Service:	Angels Care Nursery and Montessori School		
Address of Service:	97 Beaumont Avenue, Churchtown, Dublin 14, Co. Dublin		
Eircode:	D14 EH10		
Name of Registered Provider:	Carmel Tracey		
Service type:	Full Day, Sessional		
Date of Inspection:	17/04/2024		
No of pre-school children:	AM	54	PM 43
Address of the Early Years Inspectorate:	1st floor Trinity Building, IDA Business Park, Southern Cross Road, Bray, Co. Wicklow		
Inspection undertaken by:	Sarah Quigley & Rosemary Brien		
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

Angels Care Nursery & Montessori School is a privately owned full day care service which was established in 1995 by the current registered provider. Care and education are provided to children aged between 0 to 6 years and is open from Monday to Friday between 07:45 and 18:00 hours. The service also provides a facility for school aged care. Angels Care operates from a purposely adapted, two storey residential property and comprises of six care rooms. On the day of inspection, 5 care rooms were in use for preschool children and the 6th care room was in use for the provision of school aged care. The service is located in an urban, residential area of Churchtown, South County Dublin. The children have access to two outdoor play areas on the grounds of the service, one of which is located in a covered over external courtyard.

Staffing

There are 23 adults currently working in the service, including the registered provider and an adult on a work placement programme. On the day of inspection, 19 adults were present and working in the service including an adult on a work placement programme, the designated person in charge, and the registered provider.

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/ information and records. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under regulation 19 and 23. As a result, the scope of the inspection included the Wobbler room, the Butterfly room, Middle Monties and Senior Monties.

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 registered provider, 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

(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

(2) Documentation was reviewed in respect of all 23 adults working in the service. The following records were available for the 23 adults:

(a) (b)

The registered provider demonstrated that they had verified the references obtained from two sources for each of the adults.

(c) Garda vetting disclosures from The National Vetting Bureau for each of the adults.

(d) International police vetting for 8 of the 11 adults who required it.

(4) There was evidence that 20 of the adults had attained at least a major award in Early Childhood Care and Education at Level 5 on the National Framework for Qualifications, or a qualification deemed to be equivalent. One adult who did not have the required qualification was in possession of a letter of eligibility to practice from the Minister of Children, Equality, Disability, Integration and Youth. Two of the adults did not require a qualification.

Non-Compliance Information

(2)

(d) International police vetting was not available for 3 adults who required it.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider provided the following response:

Corrective and Preventive Action

Each staff member has now provided the central registry of criminal records form. The service are now just waiting on the translations. The service will add the need for this document to all Job descriptions going forward

Supporting documentation submitted

Supporting documentation was submitted and reviewed by the early years inspector.

Summary Comment

The regulatory requirement has been met.

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) An adequate number of adults were working directly with the pre-school children attending the service during the inspection.
- (2) The registered provider ensured that the minimum ratio of adults to children was maintained in the service on the day of inspection. There were 54 children present in the service being supervised by 13 adults during the inspection.

Part IV – Information and Records

Regulation 15 – Record of pre-school child

(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

Compliance Information

A sample of 12 records of preschool children maintained in the service were reviewed by the inspectors to assess compliance. The documentation reviewed evidenced that each of the records detailed all of the required information outlined under Regulation 15(1) (a),(d), (e), (f), (h) and (i).

Non-Compliance Information

The 12 records reviewed did not contain the required information outlined under Regulation 15(1) (b) and (c). One of the reviewed did not contain the information required under point (g).

Corrective & Preventive Action submitted by the Registered Provider

The registered provider provided the following response:

Corrective and Preventive Action

The service has added start date and end dates to the child record forms. The service is having a full review of the forms currently on file to ensure all details are up to date. New forms are now in place.

Supporting documentation submitted

Supporting documentation was submitted and reviewed by the early years inspector.

Summary Comment

The regulatory requirement has been met.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:

- (h) details of attendance by each pre-school child on a daily basis;
- (i) details of staff rosters on a daily basis;
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;
- (k) details of any accident, injury or incident involving a pre-school child attending the service.

Compliance Information

- (1)
- (h) A record was available in each care room detailing the attendance of each preschool child on the day of inspection.
 - (i) An accurate staffing roster was available in the service detailing hours of work for each staff member on the day of inspection.
 - (j) Written records of medication which was administered in the service were available on the day of inspection. A sample reviewed on the day of inspection documented necessary details, including parental signatures.
 - (k) Written records of accidents and incidents which occurred in the service were available on the day of inspection. A sample reviewed on the day of inspection documented necessary details.

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-

(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

The inspectors observed appropriate care practices in place during the inspection. The children moved freely – exploring their environments, playing and engaging with staff and each other. All children were provided with the opportunity to play outside, and were appropriately dressed to the weather in coats and all weather suits.

Children wearing nappies were changed regularly and when required and older children accessed the bathrooms freely and independently. Staff used opportunities when assisting with personal care such as nappy changing for warm individual engagement with the children.

Meals and snacks were provided at regular intervals to the children throughout the inspection, including a hot lunch. Staff and children sat together during mealtimes and staff encouraged children to self-feed, providing assistance where needed. Bibs were worn by younger children during meals to protect the children's clothes from becoming soiled or wet. Older children were observed setting the table for meal times and serving their own meals at the table with their peers, promoting independence and creating a sociable atmosphere. Drinks of water were available within the care rooms. Children were assisted to clean their faces and hands at appropriate times. Staff promptly changed children's clothing that became wet or soiled from play or mealtimes.

Children in the Baby room were placed to sleep according to their individual routines and when they showed signs of tiredness, and the Butterfly children were afforded an opportunity to sleep after lunch. The sleep room was calm and conducive to sleep. Soothers were offered to children who used them when they were being placed to sleep. Staff provided the children with reassurance and comfort where required when they were settling them to sleep, sitting with them and speaking gently. Areas were provided within the care rooms where children could rest or take a break from activities as desired.

The staff comforted children promptly if they became upset, offering reassurance and cuddles. Staff used an online application to communicate with parents/guardians providing individual reports on children's day on food, sleep, and activities.

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

The inspectors found by observation of practice, review of documentation, discussion with staff and inspection of the premises that the registered provider had taken the following steps to safeguard children attending:

General Safety:

The toys and play equipment observed in use by the children on the day of inspection were safe and in good working order.

Infection Control:

An infection control policy was in place to inform practice. Staff stated appropriate exclusion periods for adults and children with infectious illnesses were implemented in the service as per the policy. Children were supported to handwash at appropriate times. Warm water, soap, and paper towels were available to handwash.

Safe Sleep:

Staff were familiar with safe sleep guidance and placed babies on their backs to sleep. Sleep logs were maintained in the dedicated sleep room and the younger care rooms, and individual children's observations recorded room temperature, breathing, colour, and position every ten minutes. Standard cots and low-level beds were available for sleep and were used in accordance with children's ages and developmental needs. The temperature of the rooms where children slept were maintained at the required temperature ranges.

Fire Safety:

The designated fire escape routes were clearly indicated and free from obstruction on the day of inspection. Staff members adequately outlined the evacuation procedures in place in the event of a fire and stated that fire drills are practiced regularly on a monthly basis.

Non-Compliance Information

General Safety:

1. Some doors within the service within and adjacent to the Butterfly room were not secured, and posed the risk of children accessing areas of the service unsupervised posing a risk of harm or injury as follows:

- Older children were observed accessing the sanitary area in the hallway alone. The door from the external courtyard into the service was opened and unlocked posing the risk of a child exiting unsupervised.
 - A door in the Butterfly room leading to a small external garden used for planting was unlocked and accessible to the children. Unused equipment and materials were stacked at a height in the area including ladders, sandpits, shovels, tables, and a hose pipe which were all accessible to the children.
 - An unlocked door in the Butterfly room which lead to two internal storage rooms and an external courtyard was accessible to the children. Hazardous materials equipment and substances were in reach of children including a kettle, bleach, cleaning products, cables, and large waste bins.
2. The meat served to the children for the main meal was served in slices. Some younger children were observed gagging and struggling to break pieces of the meat off to chew posing a potential choking hazard to a child.
 3. A piece of artificial grass in the outdoor play area was missing creating a foothold in the surface posing a potential trip hazard to a child.

Infection Control:

4. Some staff members were observed sanitising their hands following nappy changing as opposed to handwashing which is at variance with the nappy changing policy in place in the service and poses the risk of cross contamination.
5. Play equipment and materials were observed being stored in the Wobbler nappy changing room posing the risk of cross contamination.
6. In the Wobbler room, the covering on a ball pool and a children's sofa was torn exposing internal foam and could not be effectively cleaned.
7. Sticky tape which had been placed around the sink in the children's play kitchen was coming away and contained heavy accumulations of dirt and debris which could not be effectively cleaned.
8. One of the cot mattresses in use during the inspection had no waterproof covering posing the risk of cross contamination.

Administration of Medication:

9. Sample of medication administration records were review during the inspection which did not contain the necessary details to ensure medication is administered safely to a child as follows:
 - There was no evidence to show that a second staff member was present to witness medication being administered to a child on some records.

- There was no evidence recorded that pre-consent from children's parent/guardian had been obtained prior to medication being administered, and no evidence to show that some parents had been informed that their child had received medication in the service.

10. A child attending the Senior Monties room on the day of inspection required an auto adrenaline injector in the case of an emergency for a severe allergy. Three staff members working in the care room during the inspection were unaware of where the child's medication and the associated care plan was located in the care room. Staff were unable to detail when the medication should be administered to the child and outlined they had not read the child's care plan during discussions with the inspector posing a risk of harm to the child in the case of an emergency.

This was found non-compliant on the last inspection of the service. The corrective and preventive actions submitted by the provider did not prevent the re-occurrence of the non-compliance.

Action submitted by the Registered Provider

The registered provider provided the following response:

Corrective & Preventive Action

General Safety:

1. The hall area is monitored by a camera. The office is manned. The garden area they have access to is suitable for the age group and there is a large gate with a dig lock so children cannot exit the premises. The small external garden area has been cleared and is out of use until the service can get the store area properly secure. A digit lock has been fitted between the butterfly room and the two storerooms.
2. Meat will now be cut by the cook in the kitchen before arriving to the room.
3. There are works to be completed on the drains in the garden over the next few months, until then the service will cover this with a suitable outdoor mat and add this to the garden.

Staff will attend a facilitating safe snack and mealtimes course. Surface checks have been added to the garden checklist.

Infection Control:

4. Nappy changing policy and hand washing policy have been reviewed with the team.
5. Room cleared of all non-essentials.
6. Ball Pool and children's sofa replaced.
7. Kitchen replaced.
8. Cot mattress replaced with waterproof mattress. All mattresses are now waterproof.

Administration of Medication:

9. The service has fully transitioned to using an online application for medicine administration. This means parents must complete the form before the service can accept any medication for their child. The parents will receive this form in real time as medication is given and can complete their parts as necessary.
10. The service has booked anaphylaxis and auto adrenaline injector training for the team. The service have also added an additional step to the care room checklist to ensure everyone in the room is aware of the care plans in the room.

Supporting documentation submitted

Supporting documentation was submitted and reviewed by the early years inspector.

Summary Comment

The regulatory requirement has been met. The actions outlined by the registered provider will be assessed on the next inspection of the service.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

A review of documentation evidenced that the service is adequately insured for the number of children currently enrolled to attend the service and they type of service provided.