

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DR143
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Name of Service:	Willow House Childcare Woodbine
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Address of Service:	3 Woodbine Road, Blackrock, Co. Dublin
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Eircode:	A94 HX22
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Name of Registered Provider:	Yvonne Tierney
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Service type:	Full Day
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Date of Inspection:	07/02/2024
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No of pre-school children:	AM	28	PM	28
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Tusla Child and Family Agency, 7th Floor, Brunel Building, Heuston South Quarter, Dublin 8.
Inspection undertaken by:	E. Mulhern
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

Willow House Childcare Woodbine is one of three early years services operated by the registered provider. The service is in a residential area of Blackrock, South County Dublin. It opens from 7:30am to 6pm, Monday to Friday and provides full day care to children aged 1 to 6 years. The premises consist of a single storey, purposely adapted building with four child-care rooms, a sleep room, sanitary facilities, a kitchen, and an outdoor area. Three of the child-care rooms were operating on the day of inspection.

Staffing

There are ten staff members employed to work in the service including the person in charge. The person in charge reports to a general manager who in turn reports to 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 and safety. The inspection may also focus on other areas as required.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-

compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

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

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

Acknowledgments

The inspector wishes to acknowledge the cooperation of the children, staff, person in charge and general manager 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

(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.

Compliance Information

- (1)
- (a) The service had a person in charge and a named person to deputise.
- (2)
- (a) & (b) All staff had past employer references available. A second reference from a reputable source had been sourced for members of staff who had only one previous employer. Records were available of the verification checks that had been carried out.
- (c) Garda vetting disclosures were available for all staff members.

(d) International police vetting was available for staff members who had lived abroad as adults for more than six consecutive months.

(4) All staff members held awards in Early childhood Care and Education at a minimum Level 5 on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent.

Non-Compliance Information

(1)(b) There was no person in charge or deputy on the premises when the inspector arrived at 9:50am. The person in charge was not rostered to be present on any day of the week starting 5 February 2024. Staff told the inspector the deputy who was documented on the roster from 9am to 6pm was absent. It is acknowledged that the person in charge arrived at 10:20am when contacted by a staff member.

(2)(a) It was not evident that any attempt was made to obtain a reference from the most recent employer of one staff member who had worked in an early years setting prior to being employed by the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(b) The roster has been updated to make sure that the person in charge or deputy person will always be present in the service.

(2)(a) Several phone calls had been made to the past employer. However, a written statement of employment was not received. The company confirmed by phone that this person was employed. The service will keep evidence of every attempt to obtain references in future.

Supporting documentation submitted

(1)(b) Copy of staff roster.

(2)(a) Record of phone call to past employer.

Summary Comment

The actions submitted have been deemed to adequately address the non-compliance.

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 with the children. There were 8 adults working with 28 children.

(2) At all times the minimum required ratio of adults to children was maintained.

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 inspector observed appropriate and suitable care practices within the service. Meals and snacks were offered to the children regularly throughout the day. Drinks of water were available within the rooms and were offered when children were eating. The staff supported the children to manage their personal care. They provided younger children with bibs to protect their clothes from becoming soiled or wet when eating. Children's nappies were changed routinely and in between when required. Staff used these opportunities for warm one-to-one interactions. Older children were supported to use the toilet independently. Staff supported the children with handwashing at appropriate times and helped the children to clean their faces after eating. They ensured the children were dressed appropriate to the cold weather with hats and coats when going outside.

An area was provided with matting and cushions within the rooms where the children could rest or take a break from activities. The children were provided with an opportunity to sleep after dinner. Staff told the inspector that

they provide for the children to sleep outside of these times if they show signs of tiredness. The children were made comfortable for sleep with staff removing their shoes and outer clothing and providing soothers to those who used them. The environments were calm and conducive to sleep, with staff sitting with the children and soothing them as needed during this time. A record was kept for staff to communicate with parents/guardians in relation to the individual children's care. This included information relating to diet, sleep, and nappy-changes. Staff demonstrated warmth and affection in their interactions with the children throughout the inspection with the use of soft and gentle tones.

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

(2)(a) & (b) Suitably equipped first aid boxes were stored in conspicuous positions in the service.

Non-Compliance Information

(1) A person with recognised first aid training was not available when the inspector arrived at 9:50am. The person in charge who was the only adult who had the required training was not rostered to be present on any day of the week starting 5 February 2024. It is acknowledged that the person in charge arrived at 10:20am when contacted by a staff member.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Two staff members started their training which will be completed in three weeks. Staff member who is trained will be always present in the service.

Supporting documentation submitted

Letter from external training company confirming two staff members commenced First Aid Responder training on 17 February.

Summary Comment

The actions when completed should adequately address the non-compliance.

Part VI - Safety

Regulation 26 - Fire safety measures

- (1) A registered provider shall ensure that a record in writing is kept of-*
- (a) any fire drill that takes place in the premises, and*
 - (b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises.*
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

Compliance Information

- (1)
- (a) Records were available of fire-drills carried out in the service. The last fire drill recorded was dated 9 January 2024.
 - (b) Records were available demonstrating the firefighting equipment and smoke alarms had been serviced in November 2023.
- (4) Notices of the procedures to be followed in the event of a fire were clearly displayed.