

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DR148		
Name of Service:	Dimples Creche & Montessori		
Address of Service:	135 Ballyogan Road, Carrickmines, Dublin 18, Co. Dublin		
Eircode:	D18 K168		
Name of Registered Provider:	Gillian Doyle and Jason Doyle		
Service type:	Full Day Care, Sessional		
Day 1 of Inspection:	08/07/2024		
Day 2 of Inspection:	09/07/2024		
No of pre-school children 08/07/2024:	AM	119	PM 118
No of pre-school children 09/07/2024:	AM	120	PM 120

Address of the Early Years Inspectorate:	Tusla – Child and Family Agency, Trinity Building, IDA Business Park, Bray, Co Wicklow
Inspection undertaken by:	Mary Redmond / Olivia Quill / Clíondhna Kerrigan
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
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Description of service

This large private childcare facility was established in 2011 by the current registered providers. Full day care is provided for children aged four months to five and a half years of age; a concurrent sessional service is provided for 38 weeks of the year. A school-aged childcare service also operates from the premises. The hours of operation are between 7.30am and 6pm Monday to Friday.

The service operates from a commercial unit which has been adapted for use as a childcare facility in an urban area of south Dublin. Thirteen care rooms were available and eleven of these were in use for the care of pre-school children during this inspection. One cot room was provided, and cots were also available in four areas adjacent to care rooms where the youngest children attending the service were accommodated. The Baby Chicks, Penguin Paradise, Bouncing Bunnies and Tiggy Winkles rooms cater for the youngest children attending who were aged from eleven to thirty months. The Puddleducks, Toddling Turtles, Narnia and Peter Rabbits rooms generally catered for children aged two to three years of age and the remaining rooms accommodated the older children attending. There is a substantial outdoor area provided which is divided into separate areas to cater for the various age groups where the play equipment and materials supplied are age appropriate. The areas were covered with an artificial grass covering and were in good condition.

Staffing

There were thirty-seven adults employed to work with pre-school children including the management team; the registered providers do not work directly with children. Thirty-five adults employed to work directly with pre-school children had attained major awards in Early Childhood Care and Education at a minimum of Level 5 on the National Framework of Qualifications, or qualifications deemed by the Department of Children, Equality, Disability, Integration & Youth (DCEDIY) to be equivalent. Two adults who did not have the required qualification had Letters of Qualification Recognition which had been issued by the DCEDIY.

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 governance, health, welfare and development of child and safety. The inspection plan was to assess compliance under the following regulations:

Regulation 9 Management and recruitment

Regulation 11 Staffing levels

Regulation 16 Record in relation to pre-school service

Regulation 19 Health, welfare and development of child

Regulation 23 Safeguarding health, safety and welfare of child

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 reoccurring. 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 co-operation of the designated person in charge and staff members who facilitated the inspection and children who were present during 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) There was a designated person in charge and named persons to deputise as required.
 - (b) One of the named persons to deputise was the person in charge for this inspection.
 - (c) There was a clear management structure in place which identified the roles and responsibilities of each employee.

The files for adults employed in the service who had access to children at the time of the inspection were reviewed.

- (2)
- (a) There were written validated references available from previous employers for adults employed in the service.
 - (b) Suitable references from other sources were available for adults who did not have a previous employer.
 - (c) Garda vetting disclosures dated within the last three years were available for all adults.
 - (d) Police vetting was available for twenty-two adults who had resided outside the State for a period longer than six consecutive months.
- (4) There was evidence that thirty-five 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 meet the regulatory requirement.

Non-Compliance Information

- (2)
- (d) Police vetting was not available for one adult who had access to pre-school children.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Police vetting has been applied for this adult.

The service policy and checklist will be followed before any staff start. This adult commenced working in the service before the policy was implemented.

Supporting documentation submitted

No documentation available

Summary Comment

The inspector is satisfied that the regulatory requirement will be met when the police vetting has been received.

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.

Compliance Information

(1) There were an adequate number of adults working directly with the children attending the service. There were twenty-eight adults working directly with one hundred and nineteen children on the first day of inspection and twenty-seven adults working directly with one hundred and twenty children on the second day of this inspection. This did not include the management team who were also available if required.

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) Details of children’s attendance was accurately recorded in each care room.
- (i) A staff roster was available.
- (j) Details of medications administered to children were available.
- (k) Details of accidents and incidents were recorded and there was evidence available that parents were informed following an accident or incident involving their child.

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

(1) (b) The registered providers ensured that appropriate and suitable care practices were in place.

Nutritious and varied food was offered to children at approximately two hourly intervals throughout the day and extra portions were readily available. Food choices were appropriate to children's individual dietary and cultural needs. Mealtimes were relaxed and observed to be a positive social experience for children as adults engaged with them helping when required. Young children were encouraged to feed themselves appropriate to their age and stage of development and were helped when needed.

Drinking water was readily available to children throughout the day indoors and outdoors.

Children who wore nappies had them changed regularly throughout the day and at other times when required and adults were observed to engage attentively with children during the procedure. Older children were supported to use the toilet independently and were encouraged to wash their hands afterwards.

Children's hands were washed after outdoor play and before eating. Care was given to children's appearance as bibs were put on younger children before eating and their hands and faces were cleaned afterwards.

Sleep routines were reflective of children's needs which promoted good habits around sleep. Young children attending the Baby Chicks and Penguin Paradise rooms had their sleep needs accommodated on an individual basis. There was a designated sleep time for other children attending but adults were observed to facilitate the sleep needs of children outside of the prescribed time when required.

All children had regular access to outdoor play and adults were observed to put sunscreen and hats on children to protect them from the sun.

Appropriate interactions between adults and children were observed, such as adults explaining what was happening next and giving them choices regarding food and sleep preferences. Siblings attending the service were afforded the opportunity to spend time together as was observed in the Penguin Paradise room during the inspection.

Adults used effective information sharing processes with parents such as a mobile messaging service which promoted consistency and continuity of care for children attending the service.

Part VI - Safety

Regulation 23 - Safeguarding health, safety and welfare of child

A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.

Compliance Information

General Safety:

The entrance door to the service was secured to prevent unauthorised access and other exits were secured to prevent children exiting unsupervised. Toys and play equipment observed in use by children on the day of inspection were safe and in good working order. Cleaning products and hazardous materials were stored securely out of reach of the children. There were no trailing flexes or cables observed and medicines were stored safely.

Infection Control:

Children's hands were washed before eating and after outdoor play. Good hygiene practices by adults were observed including washing their hands after cleaning children's noses, handwashing before serving food to children and cleaning tables and highchairs before and after children ate from them. Soothers were cleaned and stored in individual boxes. Cot sheets and other linen used for children was laundered frequently and stored appropriately. Foot pedal bins were in working order and used appropriately by adults and older children.

Safe Sleep:

The temperature of the cot room and other areas where young children were sleeping was maintained within the recommended range of 16 -20 degrees Celsius. All sleeping children were physically monitored and sleep checks were accurately recorded every ten minutes.

Non-Compliance Information

Infection Control:

1. The hands of young children attending the Baby Chicks room were not washed after nappy changing or before eating posing a risk of infection. It is acknowledged that the children's hands were wiped with water wipes, but this is not effective for infection prevention.

Administration of Medication:

2. The procedures described by adults when administering medication to children were contrary to the medication policy of the service. Adults reported giving medication to children without prior written consent which is contrary to the policy which states that staff cannot give medicine unless written permission is given.

3. A sample of nineteen administration of medication forms were reviewed and eleven of these forms had not been fully completed. Forms did not always record that a parent had been informed when their child received medication and there was no signature on other forms to indicate that the administration of medication had been witnessed.

Failure to obtain written consent, witness medication administration and demonstrate that this information has been communicated to parents is a potential risk to children.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

Staff in the baby room have been retrained in our hand washing policy and this will be monitored closely by the management team.

A manager will monitor handwashing after nappy changes and before food is given throughout the service.

Administration of Medication:

Staff have been retrained in our medication policy and our medication administration forms have been updated. All forms will be signed by the parent for consent in the morning, witnessed and signed by a second staff member and signed again by the parents in the evening.

Supporting documentation submitted

Documentary evidence of training attendance was submitted

Summary Comment

The regulatory requirement is deemed to have been met.

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