

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015DR164
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<b>Name of Service:</b>	Lilliput
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<b>Address of Service:</b>	222 Clonkeen Road, Deansgrange, Co. Dublin
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<b>Eircode:</b>	A94 K2H5
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<b>Name of Registered Provider:</b>	Annmarie Marah
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<b>Service type:</b>	Full Day, Part Time
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<b>Date(s) of Inspection:</b>	09/05/2024
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<b>Date 2 of Inspection:</b>	10/05/2024
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<b>No of pre-school children:</b>	AM	48	PM	42
<b>Day 2</b>	AM	42	PM	n/a

<b>Address of the Early Years Inspectorate:</b>	Floor 7, Brunel Building, Heuston South Quarter, Kilmainham, Dublin 8
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<b>Inspection undertaken by:</b>	F Carty and S Quigley
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<b>Title:</b>	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).

<b>Conditions if applicable</b>	Not applicable
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### Description of service

Lilliput is a full day care service and is located in an urban, residential area of Deansgrange, Co Dublin. A service is provided to children aged between 1 – 6 years and is open Monday to Friday between 7.30am and 6.30pm. The service operates from a detached domestic dwelling which has been purposely adapted for use as an early years service. The service consists of four care rooms, the Twinkler, Toddler, Pre-Montessori and Montessori rooms. On both days of inspection the pre-Montessori room was not open to preschool children. A large outdoor play area is available to the rear of the premises.

### Staffing

The service currently employs fourteen staff members, including a cook and the registered provider who works directly in the service. On the first day of inspection, thirteen adults were present including the cook. On the second day of inspection thirteen adults together with a student and a relief cook were also present. The registered provider was available to assist in care rooms when required on both days of 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, information and records, health, welfare and development of child, safety and premises and facilities. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9, 11, 16, 19, 23 and 29; however, on inspection additional non-compliance which posed a risk was identified under Regulation 8, 20 and 21. These findings are outlined within the relevant regulations within this report.

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, 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.*

*(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

(2) The files of seventeen adults were reviewed as part of the inspection. This included a student who was present on the second day of inspection. Documentation was reviewed in respect of these adults and met regulatory requirements as follows:

(a)(b) Twenty-nine references were available from a past employer and three were available from a reputable source.

(c) Garda vetting disclosures from the National Vetting Bureau of An Garda Síochána were available for the seventeen adults.

Garda vetting disclosures from all staff were assessed to determine compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) Police vetting was required for twelve staff members and was available for ten staff members who had lived outside the State for a period exceeding six months as an adult.

(4) Records were available evidencing that ten staff members who were employed to work directly with the children held evidence of the required qualification or equivalent.

### Non-Compliance Information

(2)

(a)(b)

There was no second reference available for one staff member. A second reference on file was not accepted as it was from a friend of the adult.

(d) Two adults who had lived outside the State for a period exceeding 6 months as an adult did not have the required international Police vetting.

(3) The registered provider did not take appropriate measures to ensure that all adults were suitable to work in an early years service prior to their commencement as follows:

- There was no evidence available to demonstrate that four references in respect of three adults had been validated by the registered provider before staff commenced working in the service.
- Garda vetting disclosures for two adults had not been received or considered prior to the staff members commencing work in the service.

The above non-compliance was found on the last inspection dated 23<sup>rd</sup> January 2023. The corrective and preventive actions submitted by the registered provider did not prevent the non-compliance from re-occurring.

(4)

There was insufficient evidence available to show that four of the adults who were working directly with the children in the service, held a relevant major award in Early Childhood Care and Education on the National Framework of Qualifications.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

(2)

(a)(b)

Reference has been amended see attached. New checklist to ensure correct references are obtained see attached.

(d)

We have reviewed our files only one person didn't have the required outside State Police vetting this is now attached. We are now aware both criminal and sexual vetting is required for international employees, and both will be completed prior to starting see employee checklist

(3)

We have reviewed our files and cannot see three adults not being validated. There was an issue with one employee been given a reference which mentioned being a friend this has been amended. Our bus driver reference on the day was in the bus file this is now attached showing it was validated. There was a new staff member that was to start the Monday after the inspection and one reference was validated and the second had not been given to us due to an illness. This was validated prior to her starting see attached.

Garda Vetting one employee was an old staff member and there was one day between starting and getting vetting form physically back, but we knew it was on the way.

On the second employee Garda vetting was sent 5 weeks before he started, we had his Police vetting on file and didn't want to lose a staff member that was essential to us continuing our services.

(4)

We can only see three staff members one that is from Spain who didn't have her qualification document but had other paperwork and was working in another Irish creche that accepted this. We are attaching this qualification for your attention.

See Open Collage course the employee is attending with monthly payment receipt. The employee is redoing Level 5, we had thought Level 6 has been done and this information only came out during our recent meeting reviewing the inspection findings.

When checking staff qualifications, we will ensure that there are eight modules on all qualifications

### **Supporting documentation submitted**

- (2)(a)(b) Amended reference sent in.
- (3) Recruitment checklist document.
- (4) Evidence of qualifications for two staff members insufficient evidence for two staff members.

### **Summary Comment**

The documentary evidence together with the actions submitted by the registered provider have been deemed appropriate in addressing the non-compliance under (2)(a)(b) and (3). The requirements of Regulation 9 have not been met as (9)(2)(d) and (4) remain outstanding.

## **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 children at all times during the inspection.
- (2) The minimum ratio of adults to children for full day care services was adhered to at all times during the inspection. There were forty eight children attending the service being supervised by twelve adults on the first day of inspection. There were forty two children attending the service being supervised by twelve adults on the second day of inspection.

## 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:

(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;

#### Compliance Information

(i)

The staff roster was available on both days of inspection and accurately reflected the adults working in the service on each day.

#### Non-Compliance Information

(j)

A sample of medication records were reviewed. Three records did not have a witness signature. A signed witness signature is required as per the service policy to ensure errors do not occur whilst administering medication.

#### Corrective & Preventive Action submitted by the Registered Provider

##### **Corrective and Preventive Action**

Update in Staff Training on Lilliput Childcare policies which includes this specific issue, all staff have signed off.

Management will ensure policies are adhered to on an ongoing basis along with frequent staff Training.

##### **Supporting documentation submitted**

Employee information and staff sign off sheet.

#### Summary Comment

The actions submitted by the registered provider have been deemed appropriate in addressing the non-compliance. The requirements of Regulation 16 have been met.

## Part V - Care of Child in Pre-school Service

### Regulation 19 - Health, welfare and development of child

(1)(b)

*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 service had a healthy eating policy in place and the registered provider reported that all meals are prepared on site by a cook and provided by the service. Children were encouraged to feed themselves and staff supported younger children who needed assistance with their dinner. Children's hands and faces were cleaned after dinner as required.

Children were encouraged and supported to be independent including using the toilet independently and cleaning up after their play. Children's nappies were changed regularly, and staff were observed engaging warmly with children when providing this care.

There was a designated nap time in the Toddler room.

Staff demonstrated a good awareness of the needs of each child in their care and responded to children's cues promptly in the Toddler and Montessori rooms. Staff interacted warmly with the children throughout the inspection and were observed supporting children in their play. Staff were observed to use encouragement, gentle tones and praise when promoting positive behaviour in line with the service's behaviour management policy in the Toddler and Montessori rooms. Staff provided an appropriate level of supervision whilst supporting the children.

Staff described how they record information about each child's day using an online application detailing information on food, sleep, nappy changes and activities. Staff were observed engaging with parents during drop off and collection when staff shared information about the children with their parents at these times.

The children in the Toddler and Montessori rooms were observed accessing the outdoor play area on the first day of inspection. Children were observed engaging in energetic and imaginative play.

#### Non-Compliance Information

Appropriate and suitable care practices were not observed to be in place in the Twinkler room which may negatively impact the health and wellbeing of the children as follows:

- On a number of occasions children were observed to be upset and crying seeking comfort from staff members. Staff did not engage with the upset children and carried out other duties in the room leaving the children crying and failing to comfort them when required.
- The sleep needs of three children were not met. Children were observed displaying signs of tiredness including rubbing eyes, lying on the ground and crying intermittently for up to two hours. Staff were unable to bring them to sleep as there were no cots free as there were other children asleep in them.
- Inappropriate language was observed being used to children including referring to a child's personality in a derogatory manner and calling a child a name whilst they were crying.
- A child was observed to be put in a highchair for a period of time whilst staff held circle time. A staff member was overheard saying 'put him in there so he won't be running around like a madser'. This practice is not in line with the behaviour management policy of the service.
- A child accidentally poured water on themselves and their bottoms were wet. Staff did not change their bottoms before putting them to sleep in wet clothes.
- A number of children had runny noses during the inspection. Staff did not attend to the children in a timely manner even though they were observed talking directly to them at times.
- A child was observed taking other children's drinks and when corrected they pointed to their own drink on the counter. Staff did not pick up on the cues the child was displaying and did not give them their drink.
- The children in the Twinkler room who attend on a full day care basis did not access the outdoor area on either day of inspection despite the weather being favourable. The registered provider confirmed it had been a couple of weeks since the children had accessed the outdoor area.

### Corrective & Preventive Action submitted by the Registered Provider

#### **Corrective and Preventive Action**

We have noted all observations made and we have discussed these with our staff and going forward we will ensure that incidents such and those detailed under this section will not reoccur.

Our staff have been refreshed on our policies see employee information sheet and we are now working with "Better Start" in the Twinkler Room to improve the childcare provision.

We had individual meetings with all staff in the Twinkler room.

#### **Supporting documentation submitted**

Staff policies and procedures sign off sheet.

## Summary Comment

The actions submitted by the registered provider have been deemed appropriate in addressing the non-compliance. The requirements of Regulation 19 have been met.

This practice will be assessed 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

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 entrance door to the service was adequately secured to ensure the safety of the children within and to avoid unauthorised persons accessing the service or children exiting unsupervised.
- Medicines, hand sanitisers and cleaning agents were stored safely out of reach of children.
- All storage facilities were inaccessible to children.
- The toys and play equipment observed in use by the children on the day of inspection appeared in good working order.
- All blind cords were secured.

### Infection Control:

- Liquid soap, warm water and paper towels were available to facilitate hand washing.

### Administration of Medication:

- The service had an administration of medication policy in place.

### Fire Safety:

- All fire exits were kept clear.
- Evidence was available to demonstrate that regular fire drills took place in the service.

### Non-Compliance Information

#### General Safety:

1. On two separate occasions children hurt themselves on their head on the first day of inspection. One child fell backwards bumping their head off the floor whilst standing behind a door. The door was opened by a staff member who did not see the child. On another occasion a child fell and bumped their head off a shelving unit. A visible mark was present following the accident. No first aid was administered to either child and a review of documentation on the second day of inspection showed that no accident or incident form had been completed for either accident.

Failure to administer first aid and inform parents / guardians of a head injury sustained by a child can affect the care and continuity of care of the child.

2. There was a large hole present in the tarmac at the rear of the outdoor area which could cause a trip hazard.

#### Infection Control:

Inspectors observed a number of practices which posed a risk of cross contamination within the service as follows:

3. The children attending the Twinklers room were of an age where they explored toys with their mouths. On the first day of inspection, there was no attempt made to remove the toys when mouthed. The toys remained in use between the different children posing a risk of cross contamination.

4. The handwashing practices observed on the first day of inspection were inconsistent and at variance with the policy in place in the service. Children's hands were not washed before dinner or after outdoor play in the Toddler room. Children's hands were not washed before snack in the Twinkler room.

5. Some nappy changing practices observed during the inspection were inadequate for infection control purposes. Whilst observing three nappy changes a staff member did not wash their hands before or after changing the children's nappies, they redressed the children whilst using soiled gloves, none of the children's hands were washed following the nappy change and the nappy changing mat was not wiped down in between each change.

The above practices were at variance with the service nappy changing policy.

6. On a number of occasions children were observed taking other children's beakers and drinking from them. Staff did not remove these and sterilise them. This poses a risk of cross contamination.

7. In the Toddler room dirty laundry was accessible to the children. Children were observed to take wet facecloths which had been used to wash the children's faces following dinner and place them in their mouths and suck them.

This poses a risk of cross contamination.

8. A child in the Twinkler room was observed to take a soiled tea towel from the counter and play with it putting it on their head and into their mouth. This poses a risk of cross infection.

9. In the outdoor area there were two plastic sand boxes containing stagnant water. In one of the boxes there were worms observed swimming in the water. Children were observed lifting the lids of the sand boxes. This poses a risk of cross infection.

10. The six cots in the service were shared by fourteen children during the inspection. The sheets were not changed after children used the cots. One cot was observed by the inspector to be used by three children on the first day of inspection. Staff stated they change the sheets every couple of days.

11. The pedal bins in the Twinkler and Toddler sanitary accommodation were both unsuitable and broken. The bin was unsuitable for infection control purposes when disposing of soiled nappies as staff were required to push the soiled nappy into the bin with their hand. The pedals were also broken. This poses a risk of cross contamination.

12. There were a number of items stored in the sanitary accommodation of the Twinkler room including children's bags, coats and furniture. This poses a risk of cross contamination.

### Safe Sleep:

13. Sleep checks were not being carried out in the Twinkler room between 10.10am and 10.47am whilst three children slept. This is at variance with the Sleep policy of the service.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

#### General Safety:

1. We have reviewed the CCTV footage of the two incidents detailed in the report and although both were of a minor nature we have discuss these with the staff in charge of the room to ensure that the policy of the creche will be adhered to if a similar incident happens in the future.
2. The hole in the tarmac has been fully repaired. Our maintenance team will review the grounds on an ongoing basis

#### Infection Control:

3 – 6.. We have noted all observations made and we have discussed these with our staff and going forward we will ensure that incidents such and those detailed under this section will not reoccur.

- 7. In relation to Point 7 & 8 any dirty laundry is now placed in a basket with a lid on it.
- 9. "sandbox" were dirty on the 10<sup>th</sup> because they were not used but both were cleaned on Friday the 11<sup>th</sup> and are being cleaned on an ongoing basis.
- 10. New cots have been placed in the second playroom were inspectors suggested.
- 11. In relation to Point 11 Pedal Bins we contacted our supplier Hygienix who have ensured us the bins provided are appropriate and they have replaced any damaged bins.

**Safe Sleep:**

- 13. No corrective or preventive actions submitted.

**Supporting documentation submitted**

**General Safety:**

- 1. Accident and Incident Policy.
- 2. Photo of tarmac repaired.

**Infection Control:**

- 3. and 4. And 6. Updated Infection Control Policy.
- 5. Updated nappy Changing Policy.
- 7. Additional laundry baskets purchased receipt submitted.
- 8. No evidence submitted.
- 9. No evidence submitted.
- 10. Photo of additional cots and individual bedding for children.
- 11. Photo of pedal bins.
- 12. Photo of sanitary accommodation free from items.

**Safe Sleep:**

- 13. Safe Sleep Policy submitted.

**Summary Comment**

The evidence submitted together with the corrective and preventive actions have been reviewed by the inspector and are deemed to meet the requirements of Regulation 23.

The above non-compliances will be reviewed on the next inspection.

### 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*
- (e) equipped with adequate and suitable sanitary facilities.*

#### Compliance Information

(e)

The service contained adequate sanitary facilities.

#### Non-Compliance Information

(c)

There was inadequate ventilation in the Toddler and Montessori sanitary accommodation. The mechanical vent in the Montessori sanitary accommodation had a large build-up of dust and debris on it preventing it working effectively. There was a strong malodour present in the sanitary accommodation throughout the inspection. There was an intermittent malodour present in the Toddler room throughout the inspection. There was no evidence that the ventilation units in either sanitary accommodation were working.

(d)

The service was not cleaned, maintained or repaired, some of the care rooms, children's bathrooms, and nappy changing areas were observed to be heavily soiled and required a deep clean as follows:

- Areas of the doors, walls, flooring, skirting boards, ledges, chairs and shelving had heavy accumulations of dust, dirt, and debris in crevices and on surfaces of the nappy changing unit.
- There were accumulations of cobwebs in a number of areas of the ceilings and corners of the care rooms, nappy rooms, and children's bathrooms.
- The silicone seal at the base of the toilet bowls in the Montessori sanitary accommodation was heavily soiled and stained.
- The nappy bins in the Toddler and Twinkler rooms had a build up of dirt and debris under the lids. Staff were observed handling these lids during the inspection.

- The wooden kickboard from the bottom of a sink unit in the Montessori was missing. A temporary solution using a laminated piece of paper was put in place.  
This area could not be effectively cleaned.
- The radiator covers in the Twinkler and Pre-montessori rooms were broken and had holes in them. This could cause an injury to a preschool child.
- The walls in the Twinkler room were chipped in places and had paint missing.
- The soft furnishings in the rooms including floor mats, cushions and beanbags were heavily soiled.
- A leatherette chair in the Twinkler room was torn with the material underneath exposed.

### Corrective & Preventive Action submitted by the Registered Provider

#### **Corrective and Preventive Action**

(c) There was an update to the electrics just prior to the inspection and the fans were not reconnected in error, this has now been resolved see Eoin O Neill invoice attached

(d)

All of the items identify have either remedied, repaired, replaced or removed from the creche.

We have contracted a specific cleaner with effect from 2<sup>nd</sup> of June 2024 and our maintenance team will be reviewing the building weekly.

#### **Supporting documentation submitted**

(c) Photos of new fans installed.

(d) A number of photos of repairs required and cleaning of the service.

### Summary Comment

The evidence submitted together with the corrective and preventive actions have been reviewed by the inspector and are deemed to meet the requirements of Regulation 29.

The above non-compliances will be reviewed on the next inspection.

### Part V - Care of Child in Pre-school Service

#### Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

- (a) having regard to the number of pre-school children attending the service, their respective ages and the amount of time they spend on the premises, there are adequate and suitable facilities for each child 19 to play indoors and, where required by these Regulations, outdoors, during the day, and
- (b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

#### Non-Compliance Information

(1)(a)(b)

1. There were insufficient cots available to the children in the service. There were six cots available for fourteen children who required them. At times during the inspection children who required sleep were unable to due to insufficient cots being available.
2. The rest areas in the Toddler and Twinkler rooms were not adequate for the number of children attending the room. In the Twinkler room there was one beanbag available to thirteen children attending on a daily basis. In the Toddler room a flat mat and three small cushions was available for fifteen children attending on a daily basis.

#### Corrective & Preventive Action submitted by the Registered Provider

##### Corrective and Preventive Action

1. Additional cots have been provided to ensure that no more than two children share each cot. Sheets are being changed after each use. Numbers will be monitored by management on an ongoing basis to ensure no more than two children will occupy any cot.
2. The room has been reconfigured and new items purchased to provide more rest areas. Numbers will be monitored by management on an ongoing basis to ensure adequate rest areas.

##### Supporting documentation submitted

1. Photos of additional cots.
2. Photos of rest areas and a receipt of new items purchased.

### Summary Comment

The evidence submitted together with the corrective and preventive actions have been reviewed by the inspector and are deemed to meet the requirements of Regulation 20.

### Part V - Care of Child in Pre-school Service

#### Regulation 21 – Equipment and materials

*A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.*

### Non-Compliance Information

1. There was inadequate furniture available to the children in the Twinkler room. There were four highchairs and five low level chairs available to thirteen children during mealtimes attending on a daily basis. Two children were observed having to wait for other children to finish their snack and vacate their seat before they received theirs. One of the children were observed pushing a plastic toy chair to the table so they could get their snack as there were no chairs available to them.
2. The play equipment in the Twinkler room was not suitable. Two puzzles were observed to be put out on the table with no pieces for the children to place in the puzzle. A number of battery-operated toys did not have batteries, children could not engage in meaningful play with these toys.
3. There was only one small shelving unit with toys and activities available to the thirteen children attending the Twinkler room. A number of activities and equipment were stored at a high level inaccessible to the children. Children were observed playing with baskets, climbing on furniture and walking around aimlessly at times throughout the inspection.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

1. All necessary furniture has been moved back in from storage or purchased to ensure adequate equipment and materials are available. Numbers will be monitored by management on an ongoing basis to ensure adequate equipment and materials.
2. The room has been reconfigured and new items purchased to provide more rest areas. These new items will arrive on the 14<sup>th</sup> of June 2024.

#### Supporting documentation submitted

Receipts of toys and equipment purchased.

### Summary Comment

The evidence submitted together with the corrective and preventive actions have been reviewed by the inspector and are deemed to meet the requirements of Regulation 20.

### Part VIII - Notifications and Complaints

#### Regulation 31 - Notification of incidents

*A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:*

*(d) a serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise;*

### Non-Compliance Information

(d)

The registered provider failed to notify the Agency of a serious injury to a child which occurred in the service within the required time frame. A child sustained a serious injury which required hospital treatment on the 3<sup>rd</sup> May 2024 in the service. The Agency had not been notified of this injury within a three day timeframe as is required.

### Corrective & Preventive Action submitted by the Registered Provider

#### **Corrective and Preventive Action**

We were unaware that Tulsa had to be informed of all incidents / accidents however an accident form was completed on the day, our insurers were informed, and the parents were fully briefed. Despite our recommendation the parents did not bring the child to hospital for two days were the doctor advised the injury was minor. Now we are aware of this rule all incidents and accidents will be reported within 3 days to Tulsa.

#### **Supporting documentation submitted**

No supporting documentation submitted.

### Summary Comment

The corrective and protective actions submitted by the register provider are deemed to meet the requirements of Regulation 31.