

Early Years Inspectorate Regulatory Report

Pre School

| | | | | | |
|-------------------------------------|--|----|----|----|----|
| TUSLA Identifier: | TU2015DS048 | | | | |
| Name of Service: | Knocklyon Lodge Crèche & Montessori Ltd | | | | |
| Address of Service: | Knocklyon Lodge, Old Knocklyon Rd, Knocklyon, Dublin 16. | | | | |
| Eircode: | D16XF25 | | | | |
| Name of Registered Provider: | Jeanette Sheerin | | | | |
| Service type: | Full Day | | | | |
| Date of Inspection: | 09/11/2023 | | | | |
| No of pre-school children: | <table border="1"> <tr> <td>AM</td> <td>88</td> <td>PM</td> <td>48</td> </tr> </table> | AM | 88 | PM | 48 |
| AM | 88 | PM | 48 | | |

| | |
|---|--|
| Address of the Early Years Inspectorate: | <p>Early Years Inspectorate 2nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15 D15 CF9K</p> |
| Inspection undertaken by: | C. Harte & E. Finnegan Hayes |
| 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

Knocklyon Lodge is a full day care service which operates between 7:30am-5:30pm. In addition to full day care the service also offer the Early Childhood Care and Education scheme (ECCE) and registered school age service.

The premises has seven care rooms across two adjoining buildings and an additional cabin for school aged children only. The Rainbow room caters for babies (9-14 months) the Sunshine room caters for wobblers (1.5-2years) and the Starlight room (1.5- 2 years 8 months) caters for toddlers. The Turtle room, the Seahorse room, the Dolphin room and the Shark room in the adjoining building cater to children aged between 3 to 5 years old. The Dolphin room and Shark room are used for school aged childcare in the afternoon.

The premises also has a kitchen, two cot rooms, sanitary facilities, an office and four enclosed outdoor play spaces.

Staffing

The registered provider employs 22 adults including the person in charge, two assistant mangers and the cook.

The registered provider, person in charge and nineteen staff were present on the day 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, health, welfare and development of child and safety. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under:

Regulation 9 Management and Recruitment 9(1)(a)(b)(c)(2)(a)(b)(c)(d)(3)(4)(7)(a),

Regulation 19 Health, Welfare and Development of child 19 (1)(a),

Regulation 23 Safeguarding the health, safety, and welfare of child.

As a result, the scope of the inspection included the Starlight room, the Sunshine room, the Rainbow room and the Turtle room.

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

(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.

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5;

Compliance Information

- (1) (a) The service had a designated person in charge and named person to deputise as required.
- (b) The person in charge was present during the inspection.

The files of three staff who were new to the service since the last inspection held 20th February 2023 were reviewed.

- (2) (a) Five validated references were available from past employers.
 - (b) One validated reference was available from a reputable source.
 - (c) Garda vetting was available for three staff.
 - (d) One adult who lived outside of state for a period of six months or more as an adult had international police vetting from that state available.
- (3) There was documentary evidence in place that the checks required under (2) were carried out prior to the three new staff being appointed, assigned, or allowed access to or contact with a child attending the pre-school service.
- (4) The two staff reviewed who work directly with the preschool 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.

Non-Compliance Information

(7)(a) Records were not available to show that staff have been appropriately supervised and provided with appropriate information in relation to policies and procedures of the service.

The most recent staff signature observed confirming review of key policies was dated March 28th 2022. Examples of these policies included:

- Safe sleeping policy
- Nappy changing procedure policy
- Outdoor play policy
- Outings policy
- Parental involvement policy

The service policy regarding staff supervision states supervision meetings will be held with staff on a quarterly basis. While it is acknowledged that support and supervision records were available for 2019 and staff appraisal records were available for 2022 the frequency was not in line with the service policy.

Corrective & Preventive Action submitted by the Registered Provider

(7)(a) Corrective Action

The registered provider advised any staff who receives policies and procedures via email signs and returns form. All employees have re-read policies and procedures and signed off on them. Staff supervision meetings have been scheduled for January 2024 and ongoing every quarter.

Preventive action: Ensuring all new staff sign off on policies and procedures and existing staff sign off on any new additions.

Ensure time for staff supervision, if the service is short staff meeting will be rescheduled until there is a full team available and floaters to cover rooms.

Supporting documentation submitted

Sample form for signing off on staff members & employee handbook and policies and procedures.

Sign off forms for 22 staff confirming reading and understanding of staff handbook and policies and procedures.

Summary Comment

The inspector has reviewed the actions taken and evidence submitted. The non-compliance identified under Regulation 9 (7)(a) has been addressed.

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) The registered provider ensured that there was an adequate number of adults working directly with the children in the service. Sixteen adults were working directly with eighty-eight children who were present on the morning of inspection.

(2) The correct adult/child ratio was maintained throughout the inspection:

| Room | Age group | No. of children | Staff available | Staff required |
|-----------|----------------------|-----------------|-----------------|----------------|
| Starlight | 1.5-2 years 8 months | 9 | 2 | 2 |
| Sunshine | 1.5-2 years | 9 | 2 | 2 |

| | | | | |
|----------|--------------------------------|----|---|---|
| Rainbow | 9-14 months | 7 | 3 | 2 |
| Turtle | 2.5-3.5 years | 10 | 2 | 2 |
| Dolphin | 2 years 8 months- 4 years | 18 | 2 | 2 |
| Seahorse | 2.5-5 years | 16 | 3 | 2 |
| Shark | 2 years10 months -4.5 years | 19 | 2 | 2 |

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

Compliance Information

(1)(a) The following observations are examples on how each child's learning, development and well-being was observed being facilitated during the inspection:

Basic Needs:

- The half door installed to the sanitary area used by the children attending the starlight room was observed to be closed while children were using the toilet providing privacy.
- The atmosphere in the Starlight room during dinner was relaxed and calm and children were provided with sufficient time to enjoy their meal. This facilitated mealtime to be a social occasion for children to interact with their peers.
- Children were invited to have their nappy changed and spoken to throughout the care practice. This demonstrated respect to the children.

Supporting Relationships Around Children:

- Staff discussed a partnership approach with parents and how information is shared through daily discussion, handover record and meetings, when necessary, with parents/guardians.

- Staff in the rainbow room interacted with the children using soft tones and sang songs. These strategies support language development for young children.
- Family photo wall and birthday wall were observed on display in the care rooms. This can promote a sense of welcoming and belonging for children and families.

Physical and material environment:

- A visual daily routine was displayed in the Sunshine room. This can provide predictability and comfort for young children.
- Children had access to a wide range of age-appropriate resources including home areas with associated props, arts and crafts materials, a range of construction, toys for stacking and sorting. This offered a wide variety of play opportunities.
- The large outdoor area at the rear of the service contained push and pull toys, ride on toys, a slide, basketball hoop, seating area, swings and rope climbing. This provided for fundamental gross motor movements.

Non-Compliance Information

- (1) At times the behaviour management procedure implemented by staff was not in line with the service policy which promotes a calm approach focusing on positive reinforcement. For example, staff were observed to use the word silly to describe a child's behaviour without further support to understand why the behaviour was not acceptable.
- (2) In the sunshine room the chairs were observed stacked and placed along the wall while children were observed kneeling at a table at underarm height doing jigsaws. This limited the children's ability to engage with the resources in a comfortable manner as intended.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. A staff meeting was held reinforcing the service behaviour management policy and staff are under supervision from the manager.
Preventive action: Staff will continue to be supervised and positive reinforcement of the behaviour management policy.

2. The registered provider has ensured that chairs are placed around the tables for the children to do tabletop work.

Preventive action: The registered provider will ensure that staff understand to always have chairs available for the children to in engage in tabletop activities.

Supporting documentation submitted

None submitted.

Summary Comment

The inspector has reviewed the actions taken. The non-compliance identified under Regulation 19 (1)(a) has 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

General Safety:

- The external doors were secured which prevented children leaving the service unsupervised and prevented unauthorised persons accessing the service.
- Cleaning agents were stored out of reach of children.
- T.V cables in the Turtle room were observed out of reach of children.
- Blind cords were adequately secured.

Infection Control:

- Soothers were observed to be hygienically stored in individually labelled tubs in both the Starlight and Sunshine room.
- Staff advised of linen practices cleaning washing sheets daily and blankets weekly or when necessary.
- Pedal operated bins were available throughout the sanitary areas of the service to dispose of waste.
- Soap and paper towels were observed hygienically dispensed.

Administration of Medication:

- A child receiving antibiotics had a record of medication administration signed by the parents and two staff members.

Safe Sleep:

- An ambient temperature of 16-20°C was maintained in the Rainbow cot room where children under 1 year old were sleeping.
- An ambient temperature of 18-22°C was maintained in the Starlight room where children over 1 year old were sleeping.
- Physical ten-minute sleep checks were completed and recorded detailing the colour. Breathing and position of the sleeping children.
- The sleep rooms remained quite supporting rest for children.

Fire Safety:

- Emergency exits were observed to be free of obstruction.

Outing:

- Risk assessments for the Rainbow room outings were observed to be completed and signed by management. The last outing was dated August 9th 2023.

Part VI – Safety Regulation 23

Non-Compliance Information

General Safety:

1. The fridge lock in the sunshine room was not working which allowed the children access to fever reducing medication which was contained within. This posed a potential risk of injury to the children.

Infection Control:

2. Handwashing practices were observed to be inconsistent and not in line with best practice guidelines. For example, two children from the Sunshine and one child from the Rainbow room were observed returning to the room following nappy changing without washing their hands. The services nappy changing procedure does not list this requirement. Adequate handwashing with warm water and soap is required to prevent the spread of infection in the service.
3. The following equipment was observed to be torn with foam exposed preventing adequate cleaning and posed a choking risk to children.
 - Foam mats used for sleep in the Starlight room.
 - Green soft play block in the Rainbow room.
 - Large floor mat in the Sunshine room.

- Red U shape foam block in Sunshine room.
- Turtle room sofa.

4. In the sunshine room the green cushion on the adults' chair was visibly soiled and posed a risk of infection control.

Fire Safety:

5. Attendance records were not updated to show when a child transitioned to a different room for sleep. This posed a risk of incorrect information being provided to the fire services in the event of an emergency.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The fridge lock has been replaced.

Preventive action: ensure all staff observe all safety items and in the event of something needing to be replaced to inform management.

Infection Control:

2. All staff have been spoken with to ensure they fully understand the importance of handwashing for themselves and the children. Handwashing for the children has been added into the nappy changing policy and handwashing posters have been displayed in all rooms.

3. Foam sleep mats, soft play block, large floor mat and turtle room sofa have been replaced. Red U-shaped block has been removed from Sunshine room.

Preventive action: The registered provider will ensure all equipment is in good repair and safe for children's use.

4. The green cushion on the adult chair has been replaced.

Preventive action: Staff have been asked to report to management any concerns of any equipment/furniture that may be damaged and not fit for purpose.

Fire Safety:

5. The transitioning child has been added to the sign in and out sheet of the room he sleeps in. Staff have been informed to ensure he is signed in and out accordingly.

Supporting documentation submitted

General Safety:

Photographic evidence of the replaced lock.

Infection Control:

Sample poster for handwashing.

Photographic evidence of new sleep mats.

Receipts for the purchase of new sofas, playmats and foam blocks.

Photographic evidence of new foam block.

Photographic evidence of new mat and sofa in Sunshine room.

Photographic evidence of new sofa in the Turtle room.

Photographic evidence of new sofa in Starlight room.

Fire Safety:

Sample copy of the updated sign in sheet.

Summary Comment

The inspector has reviewed the actions taken and evidence submitted. The non-compliances identified under Regulation 23 have been addressed.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

- (1) A registered provider shall ensure that the complaints policy of the service specifies-
- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
 - (b) the manner in which such a complaint shall be dealt with, and
 - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.
- (2) A registered provider shall ensure that-
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
 - (b) the complaint is duly dealt with in accordance with the provider's complaints policy.
- (3) A record in writing referred to in paragraph (2)(a) shall-
- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and
 - (b) be open to inspection on the premises by an authorised person.

Compliance Information

(1)(a)(b)(c) The service complaints policy contains all the required details.

(2)(3) Inspectors requested records of any complaints made and were informed that no complaints had been received in the past two years.