

Early Years Inspectorate Regulatory Report

Pre School

2015dTUSLA Identifier:	TU2015DS061
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Name of Service:	Busy Kids Creche
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Address of Service:	Hansted, Finnstown, Newcastle Road, Lucan, Co. Dublin
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Eircode:	K78 KO23
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Name of Registered Provider:	James Moore
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Service type:	Full Day
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Date(s) of Inspection:	05/10/2023
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No of pre-school children:	AM	82	PM	53
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Address of the Early Years Inspectorate:	Floor 7, Brunel Building, Heuston South Quarter, Kilmainham, Dublin 8
Inspection undertaken by:	Fiona Carty and Sarah Quigley
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

TUSLA An Ghníomhaireacht um Leanaí agus an Teaghlach Child and Family Agency	Child Care Act 1991 (Early Years Services) Regulations 2016 and Childcare Act 1991 (Early Years Services) (Amendment) Regulations 2016 QMS Ref: EYI-RRT12.1 V2.0 03/03/2023 Service ID: TU2015DS061	1 of 12
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Busy Kids Creche is registered to provide full day, part-time and sessional care to children aged 0 to 6 years and is one of four services run by the registered provider. The service operates from seven care rooms in a purpose built premises. A separate sleep room and sanitary accommodation is provided together with two outdoor areas which are located at the rear and side of the building. The service opens from 7:30am to 6:30pm Monday to Friday. A morning session is provided from 9am to 12pm for 38 weeks of the year.

Staffing

On the day of inspection there were sixteen staff members working directly with the children. The area manager and supervisor were available to help out as required. There were also two cooks working in the service during the 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.

The inspection focused on an examination of compliance under regulation 9, 11, 16, 19 (1)(b), 23, 25 and 26.

A sampling process was used to assess compliance under regulation 16 Record in relation to pre-school service, Regulation 19 Health welfare and development of the Child and Safety.

As a result, the scope of the inspection focussed on a sample of accident and incident records and medication administration records and focussed on four care rooms in the service.

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 children, person in charge and staff 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
- (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) The service had a person in charge and a named person to deputise as required.
 - (b) The person in charge was on the premises throughout the inspection. The staff roster provided for the person in charge or deputy to be present at all times of opening.

This regulation was assessed in relation to all staff who were employed in the service.

- (2)
- (a) & (b)

Of the forty-eight references required thirty seven written and validated references were available from a past employer. A further ten written and validated references were available from a source other than a past employer.

(c) Garda vetting disclosures were available for all adults.

(d) International Police vetting was available for eight staff members who had lived outside of the State for a period exceeding 6 months as an adult.

(4) Twenty-two staff members had been recruited to work directly with the children. Records were available evidencing that twenty-one staff members held 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.

Non-Compliance Information

(2)(a)(b)

A second validated reference was not available for one staff member who required it.

(d)

International Police vetting was not available for four adults who required it.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2)(a)(b)

We have successfully secured a second validated reference for the staff member who required it.

(d)

Concerning the international police certificates, we have obtained international police certificates for two out of the four employees who required them. The third employee has arranged an appointment with the Spanish police bureau, scheduled for Thursday, October 26th. To ensure compliance with Regulation 9 and to ensure that all staff members provide the appropriate documents, we will implement a comprehensive staff file checklist. This checklist will serve as a systematic tool to onboard new staff members and reinforce essential documents are obtained and on file.

Supporting documentation submitted

Evidence of additional references and international Police vetting applications were submitted together with official documents.

Summary Comment

The corrective and preventive actions together with the supporting documentation were reviewed by the inspector and are deemed to meet the requirements of Regulation 9.

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 eighty two children present in the service being supervised by eighteen adults in the morning and fifty three children present in the afternoon with fifteen adults available to supervise.

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

(h) Records were available detailing the attendance of children on a daily basis. These included the time the children arrived at the service and the time they left.

(i) A staffing roster was available in the service detailing hours of work for each staff member on the day of inspection.

(j) A sample of records of administration of medication were reviewed and were available in the service.

(k) A sample of written records of accidents and incidents which occurred in the service were available on the day of inspection.

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 in the service during the inspection.

The service provided breakfast, snacks, a hot meal, and an evening meal to the children in attendance. All children were supported to eat independently during meals, and staff provided assistance to children where required. Bibs were worn in younger care rooms to protect the children's clothes from becoming soiled or wet when eating. Drinking water was available in the care rooms at all times. Staff supported the children to wash their hands and clean their faces at appropriate times throughout the inspection.

The play experiences in the service were observed to be child-led. Children were observed exploring their environment, engaged in activities and playing with each other and the staff.

Older children were observed using the toilet independently and children's nappies were changed at scheduled times and in between when required. Staff were observed interacting warmly with the children when providing personal care and demonstrated an awareness of each child's individual care needs. Staff used opportunities when assisting with personal care for warm individual engagement with the children, addressing them by name and making conversation.

Staff demonstrated kindness and affection during all interactions observed by the inspectors, and comfort was provided promptly if a child became upset. An online interactive application was used by the service where staff directly communicated details surrounding each child's day to parents, including information on sleep, food, and activities.

Children in the Baby room had a designated sleep room that could be used whenever a child displayed signs of tiredness. Staff provided comfort to the children when they were settling to sleep, using soft tones and offering reassurance where required. The sleep room was relaxed and conducive to sleep. The children attending the Toddler room were provided with an opportunity to sleep after their dinner and rest areas were available in all care rooms so children could relax or take time away from the group if required.

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 registered provider had taken measures to safeguard the health, safety and welfare of the children as outlined in the examples below:

- Entrances/exits were secured to prevent unauthorised access or a child leaving unsupervised.
- Cleaning products were stored safely out of reach of children.
- Cables and blind cords were secured out of reach of children.
- Heavy furniture was secured to prevent tipping.

Infection Control:

- The Pre-school rooms and sanitary facilities were observed to be in a clean condition.
- Sanitary facilities were equipped with liquid soap and paper towels for handwashing.
- Pedal operated, lidded bins were available for the safe disposal of waste.

Administration of Medication:

- Medication was stored appropriately in the original packaging out of reach of children.
- A clearly documented plan was available for the administration of emergency medicine for a child who may require it in the event of an anaphylactic reaction. Staff demonstrated a good understanding of the steps required to give the medicine safely if required.

Safe Sleep:

- Children were placed to sleep in appropriate facilities including standard cots according to their age and stage of development.
- Inspectors observed staff checking sleeping children at 10-minute intervals and maintaining a record of the checks.
- The temperature of the rooms was maintained between 16-20°C when children were sleeping to prevent overheating.
- Appropriate bedding was used to prevent overheating.

Fire Safety:

- All fire exits were kept clear.

Non-Compliance Information

Infection Control:

1. Children’s hands were not washed prior to their dinner being served in the Toddler Room which posed a risk of cross infection.

Administration of Medication:

2. A sample of seven medication administration forms were reviewed. The forms were not completed correctly omitting witness signatures, no signed parental consent and full name and date of birth of children were not completed. This will affect the continuity of care given to a child.

Fire Safety:

3. Fire drills were not completed regularly, the last recorded fire drill was documented as taking place in July 2023. Not completing regular fire drills can affect the timely evacuation of children and staff in the event of a fire.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. We promptly addressed the issue with the staff members responsible for the Toddler Room. We reminded them of the importance of adhering to our infection control policy, particularly regarding handwashing practice in maintaining a clean and safe environment for our children. In addition to discussing the issue with the staff member, the creche management team will carry out regular spot checks at mealtimes to remind staff and prevent a recurrence.

Administration of Medication:

2. We have taken immediate corrective actions to ensure that all details required in the medication book are correctly documented and that the continuity of care is maintained. We have laminated a description of all necessary details that must be included in the medication administration forms. We spoke with all staff members and outlined the correct procedures for completing the forms to ensure that all details, including witness signatures, parental consent, and full names and date of birth of children, are consistently and accurately documented. We have also communicated with parents to reinforce the importance of providing signed parental consent and accurate information for their children on the medication forms.

Fire Safety:

3. We acknowledge the importance of regular fire drills for the safety of the children and staff in our care, and we sincerely regret the lapse in our fire drill schedule. We recognise that there was a gap in our fire drill schedule due to a change in management, which led to the August fire drill being missed. To rectify this oversight, we immediately conducted a fire drill on the 6th of October to account for the missed September drill. We have updated our outlook Calander to schedule reminders for Fire Drills to ensure that they are conducted regularly for the remainder of the year and going forward.

Supporting documentation submitted

Infection Control:

No supporting documentation submitted.

Administration of Medication:

No supporting documentation submitted.

Fire Safety:

Copies of fire drills completed subsequent to the inspection were sent to the inspector.

Summary Comment

The corrective and preventive actions together with the supporting documentation were reviewed by the inspector and are deemed to meet the requirements of Regulation 23.

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

(1)

A person trained in first aid was immediately available to the children at all times.

(2)

(a) The first aid box was suitably equipped and stored in a conspicuous position.

(b) The first aid box was available for use at all times.

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.

Compliance Information

(1) (a) A written record was available detailing fire drills that had taken place in the service. The record showed that the last fire drill had taken place during July 2023.

(b) The maintenance of the fire detection and alarm system had taken place on the 4th August 2023 and the fire fighting equipment was last serviced on the 2nd June 2023.