

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015DS131
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<b>Name of Service:</b>	Daisy Chain Montessori and Childcare Centre
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<b>Address of Service:</b>	Fortfield Square, College Drive, Terenure, Dublin 6W, Co. Dublin
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<b>Eircode:</b>	D6W N236
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<b>Name of Registered Provider:</b>	Lucy Madigan , Gemma Rave
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	21/04/2023
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<b>No of pre-school children:</b>	AM	46	PM	39
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<b>Address of the Early Years Inspectorate:</b>	1st floor Trinity Building, IDA Business Park, Southern Cross Road, Bray, Co. Wicklow.
<b>Inspection undertaken by:</b>	Sarah Quigley & Rosemary Brien
<b>Title:</b>	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).

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

Daisy Chain Montessori and Childcare Centre is a privately owned service and is one of three early years services operated by the current registered providers. The service provides full day, part-time and sessional care to children aged 1-6 years and offers an Early Childhood Care And Education Scheme. The service operates from 07:30 to 18:30 each weekday. Daisy Chain Montessori and Childcare Centre is located in a suburban, residential area of Terenure, South Co. Dublin and operates from a purposely adapted single storey premises on the ground floor of a residential apartment complex. The service consists of four care rooms which were all operational on the day of inspection. An outdoor play area is available on the premises.

### Staffing

The service currently employs thirteen staff members including a designated person in charge. The two registered providers work intermittently in the service when required. On the 21<sup>st</sup> April 2022, 11 staff members were present and working directly with the children, including the designated person in charge. One of the registered providers arrived subsequent to the inspector's arrival to facilitate 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 and the health, welfare and development of child. The inspections may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9, 11, 19, and 32. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation 19(1)(a)(b)(3). As a result, the scope of the inspection included the Senior Montessori, Wobbler, and Toddler rooms. A sampling process was also used to assess compliance under regulation 9(2)(3)(4). As a result, the scope of the inspection included only staff members employed since the last inspection of the service on the 8<sup>th</sup> December 2022.

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.

### Additional Information

This inspection was triggered by the receipt of information which was furnished to the Early Years Inspectorate on the 31<sup>st</sup> March 2023.

### 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

*(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

(2)(3)(4)

The requirements for Regulation 9(2)(3)(4) were met during the last inspection of the service on the 8<sup>th</sup> December 2022 in respect of the adults currently employed. Therefore, Regulation 9(2)(3)(4) were not assessed during this inspection as no new adults had commenced employment in the service since the last date of inspection.

(7)

(a) The registered provider ensured that all employees were appropriately supervised, and provided with necessary training and information on the policies, procedures and statements specified in schedule 5 as evidenced by the following:

- Staff adequately detailed policies and procedures in place in the service during discussions with the inspector.

- A review of documentation evidenced that regular staff meetings are held by the designated person in charge for all employees. Staff stated that amendments made to policies and procedures are discussed during such meetings and issued to employees. Staff members stated that regular one on one supervision meetings take place between staff members and the person in charge.

## 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 minimum ratio of adults to children was adhered to at all times during the inspection. There were forty-six pre-school children attending the service being supervised by eleven adults during the 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-*

*(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*

*(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.*

*(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.*

### Compliance Information

(1)(a)(b)

The designated person in charge reported that snacks and a hot lunch are provided by the service each day, and some children attending the Montessori rooms brought snacks in from home. Staff were observed sitting with the children during mealtimes and engaged in conversation, creating a sociable atmosphere. Younger children wore bibs during mealtimes to protect their clothing. Drinking water was available to the children in each of the care rooms on the day of inspection.

Staff members were observed interacting with the children in a warm and affectionate manner and demonstrated an awareness of the individual needs of the children in their care. Adults used respectful language during interactions with the children who appeared happy and content throughout the inspection. Children were observed exploring their environment, engaged in activities and playing with each other and the staff. The children were all provided with the opportunity to play outdoors and were dressed appropriately to the weather. Older children were observed using the toilet independently and younger children wearing nappies were changed regularly and as required.

Pictures of the children and their families were displayed within the care-rooms. Adults used soft tones and respectful language during all interactions with the children and good communication was observed by the adults who listened, made good eye-contact, and spoke individually with the children during the inspection.

Staff working in the service stated that information on activities, meals, sleep and nappy-changing was recorded throughout the day and shared with parents during collection. Staff also availed of opportunities to communicate with parents and guardians through an online messaging application throughout the day, sharing photographs of the children during activities.

(3)

No practices that were disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful were observed by the inspector being carried out in respect of a pre-school child on the day of inspection. The behaviour management policy in place stipulated that such practices are prohibited in the service, this was verified during discussions with staff members on the day of inspection.

### 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 complaints policy was in place in the service and adequately outlined the following;
- (a) Details of the procedure to be followed by a person for the purposes of making a complaint in relation to the service.
  - (b) Details of the manner by which a complaint will be dealt with by the service.
  - (c) Details of the procedures in place outlining how the person who makes such a complaint in relation to the service will be informed of the manner by which the complaint is being dealt with.
- (2)
- (a) A review of documentation evidenced that a record is kept in writing of any complaint made in respect of the preschool service.
  - (b) During discussions with the persons in charge, a review of documentation and other corresponding records, it was evidenced that complaints made in respect of the service were dealt with in accordance with the service's complaints policy.
- (3)
- (a)(b) A review of documentation and records available in the service evidenced that the nature of complaints and the manner in which they are dealt with is kept in the service and were available for inspection on the premises.