

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DS134
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Name of Service:	Giraffe Childcare Parkwest
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Address of Service:	Unit 9 Park West Retail Plaza, Park West Business Park, Nangor Road, Dublin 12, Co. Dublin
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Name of Registered Provider:	Dearbhala Cox Giffin
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	26/06/2023
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No of pre-school children:	AM	53	PM	51
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Address of the Early Years Inspectorate:	The Brunel Building, Heuston South Quarter, St. John's Road West, Dublin 8
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Inspection undertaken by:	R. Brien & F. Carty
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Title:	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).

Conditions if applicable	Non-Applicable
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Description of service

Giraffe Childcare Parkwest is a full day care service provided by Giraffe Childcare Limited which provides 22 childcare services. The service provides full day-care, part-time care and sessional care and caters for children from 0 to 6 years. The service is registered to operate from 07:30 to 18:30, Monday to Friday.

The service is located in a purposely adapted premises in Park West business park in Dublin 12. There are six care rooms in the service. The Baringo and Safari rooms cater for children aged 1 year. The Botswana room caters for children aged 1-2 years. The Namibia room caters for children aged 2-3 years. The Preschool Kenya room caters for children aged 3 years and the Madagascar room caters from children aged 3-5 years. There are two dedicated cot rooms and a fully enclosed outdoor play area to the rear of the building.

Staffing

The service currently employs 19 staff including a manager. There were 14 staff working directly with the children on the day of inspection who were supported by the manager. The service also employs a chef and a housekeeper. The area manager arrived during the morning of the inspection. The registered provider does not work directly in the service and was not 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/ safety/ premises and facilities. The inspections may also focus on other areas as required.

The inspection focused on an examination of compliance under the following regulations:

- 9(1)(a)(b),(2),(4)- Management and Recruitment,
- 11(1),(2),(8)(a) – Staffing Levels,
- 15(1) – Record of a Pre-school child
- 19(1)(a)(b) – Health, welfare and development of child,
- 23 – Safeguarding, health, safety and welfare of child,
- 25 – First Aid,
- 26(1)(4) – Fire safety measures

However, on inspection additional non-compliance which posed significant risk was identified under Regulation 16(h) – Record in relation to pre-school service and Regulation 29(c)(d)- Premises. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulations:

- 15(1) – Record of a Pre-school child,
- 16(h) – Record in relation to pre-school service,
- 19(1)(a)(b) – Health, welfare and development of child,
- 23 - Safeguarding Health, Safety and Welfare of child,
- 29(c)(d) - Premises.

As a result, the scope of the inspection included the Baringo, Safari, Botswana and Namibia rooms.

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 person in charge, area manager, 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,*

(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)(b) The service had a designated person in charge and a named person to deputise as required who were both on the premises throughout the inspection.
- (2) The files of nineteen adults were reviewed as part of the inspection. This included seven staff members who had commenced working in the service since the last inspection on 12 September 2022. Documentation was reviewed in respect of these adults and met regulatory requirements as follows:
- (a)(b) Of the thirty-eight references that were required, thirty-one were available from a past employer and seven were available from a reputable source.
- (c) Garda vetting disclosures from the National Vetting Bureau of An Garda Síochána were available for the nineteen staff members.
- (d) Police vetting was required and was available for seven staff members who had lived outside the State for a period exceeding six months as an adult.
- (4) Records were available evidencing that fourteen staff members who were employed to work directly with the children held the required qualification or equivalent. Two staff members held letters of eligibility to practice or qualification recognition letters from the Department of Children, Equality, Disability, Integration and Youth (DCEDIY).

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.

(8) Without prejudice to paragraphs (2) to (7)-

(a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times,

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 fifty-three children attending the service being supervised by fourteen adults on the day of inspection.

(8)(a) There were at least two adults on the premises at all times.

Part IV – Information and Records

Regulation 15 – Record of pre-school child

(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

Compliance Information

(1) A sample of ten records were reviewed which demonstrated that a record was available in writing which contained the information required in (a) to (i) above.

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;

Non-Compliance Information

(h) Details of the attendance of each child in the Baringo room were not recorded at the time of entering the service. At 11:00, one child, who was present in the room, was not signed in on the attendance record. Staff members stated that the child arrived at 09:55. This posed a risk to the safe evacuation of children in the event of a fire.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The attendance record was rectified, and the child was recorded on the sheet. Each room has a head count record sheet that captures all children in attendance and the child was listed on this upon arrival, however we will ensure all children are captured on the attendance sheet.

All staff were spoken to about the importance of completing the attendance records upon each child's arrival to creche. Management carried out spots checks over a two-week period and all records were recorded correctly.

Supporting documentation submitted

No supporting documentation submitted.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address this non-compliance.

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.

Compliance Information

(1)(a)(b)

The service had a healthy eating policy in place and the manager reported that all meals are provided by the service. Children are offered breakfast on arrival and a fruit snack is provided during the morning. Dinner was served at 11:30. Drinking water was available to children throughout the day and all children were given water with their dinner. Younger children were provided with bibs for dinnertime. Children were encouraged to feed themselves and staff supported younger children who needed assistance with their dinner. Staff stated that additional servings of dinner were available. Additional servings of dinner were provided to four children in the Safari room and one child in the Namibia room who requested more.

Children's care needs were observed to be met promptly. Staff were observed cleaning children's faces after dinner and cleaning children's noses 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 sleep time in the Baringo, Safari, Namibia and Botswana rooms.

Staff demonstrated a good awareness of the needs of each child in their care and responded to children's cues promptly.

Staff described how they record information about each child's day using a daily record sheet detailing information on food, sleep, nappy changes and activities. This information was shared with parents at collection time.

Care rooms were arranged to provide a range of play materials and areas of interest providing children with the freedom to play and explore. Areas of interest included small world toys, construction toys, musical instruments, home corners and rest areas. The care rooms provided developmentally appropriate play experiences for the children. The materials were observed to be accessible to the children on low level shelving. Low level tables and chairs were available in the care rooms. Family photos and birthday walls with children's photos were displayed in the care rooms.

A fully enclosed outdoor play area was located to the rear of the premises and had shock absorbent surfacing. The area was divided into two separate play spaces which were well resourced with a range of developmentally appropriate play equipment. All children from the Baringo, Safari, Namibia and Botswana rooms accessed the outdoor area on the day of inspection.

Non-Compliance Information

1. A child in the Safari room, who was 18 months old, was not provided with the opportunity to feed themselves during dinner time on the day of inspection to promote independence and to develop hand-eye coordination and fine motor skills. The child was not provided with their own spoon and was spoon fed by a staff member.
2. A child's request for more dinner was not responded to in a timely manner in the Namibia room. A child who had finished their dinner and who had asked for more was observed waiting eleven minutes before being given an additional serving. During this time, the child was observed asking for more several times.
3. The environments in the Baringo and Safari rooms were not appropriately resourced to promote all areas of development and to provide enriching play experiences for the number of children in attendance as follows;
 - a. There were no books available to the children in the Baringo and Safari rooms.
 - b. There were no supporting play materials for the home corner areas in both rooms.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. At times staff support children during dinner time, however we acknowledge that self-feeding promotes independence and further develops a child's hand-eye coordination and fine motor skills. We promote independence and will ensure all children are provided with their own spoon also to feed themselves.

2. Food portions are measured appropriately to the age and stage of the children. The chef always has additional portions available. As recommended by the inspector, a small food container is placed in each room and children showing cues and signs for more dinner will be responded to.
3. The Baringo and Safari rooms have been replenished with resources, books and play materials in the home corners. The management team will ensure that all practice is constantly under review to ensure that children are provided with opportunity to fully develop in all areas. Staff have had refresher training and the two rooms will be monitored by management.

Supporting documentation submitted

1. Written evidence, including staff training cards, was presented to demonstrate the corrective and preventive actions submitted by the registered provider.
2. No supporting documentation submitted.
3. Photographic evidence was presented to demonstrate the corrective and preventive actions submitted by the registered provider

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address these non-compliances. These actions 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 providers 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.
- 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. Staff were observed to carry out hand washing as appropriate.
- A system was in place for effective sterilisation of soothers.
- Individual bed linen was provided for the children in the Baringo, Safari, Namibia and Botswana rooms. Staff stated that all bed linen is laundered once per week or as required.

Administration of Medication:

- The service had an administration of medication policy in place. Practices in line with this policy were observed on the day of inspection. There was a documented care plan available for one child attending the service who required emergency medication. Staff were aware of the treatment plan and demonstrated knowledge of the procedures to follow if the medication was required.

Safe Sleep:

- Children were physically monitored while sleeping and sleep checks were documented every ten minutes. Discussion with staff demonstrated that staff were familiar with safe sleep guidelines.

Non-Compliance Information

General Safety:

1. The Namibia room temperature was recorded at 22.1°C at 12:50 where children were sleeping. Room temperatures where children are sleeping should be maintained between 16 and 20°C.
2. Three black plastic bags were observed taped to high level windows in the cot room as the blinds were missing. Two cots were positioned under two of these plastic bags posing a risk of injury to children.
3. A wooden toy kitchen in outdoor area was observed to be water damaged, the wood was warped and paint was observed to be peeling off which posed a risk of injury to the children.

Infection Control:

Inspectors observed a number of practices which posed a risk of transmission of infection within the service:

4. Some nappy changing practices observed on the day of inspection in the service were inadequate for infection control purposes and at variance with the service's nappy changing procedure. A staff member was observed to redress children with the same used gloves and to handle the lid of the bin during nappy changes.
5. The handwashing practices observed were inconsistent on the day of inspection and at variance with the policy in place in the service. Children's hands were not consistently washed prior to mealtimes in the Safari and Namibia rooms.
6. Staff were observed touching the lid of the pedal bin to dispose of waste in the Safari room.
7. Seven of the nineteen cot mattresses did not have a waterproof cover posing a risk of the spread of infection as they could not be adequately cleaned and disinfected. This non-compliance was present on the last inspection on 12 September 2022. The corrective and preventive actions submitted by the registered provider did not prevent recurrence of this non-compliance.
8. A swing lid bin, rather than a pedal bin, was observed in use in the outdoor area.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. A full built-in air-conditioning system was installed throughout the service and has been extremely successful in maintaining temperatures. On the day of inspection, the weather was very warm and humid. The Namibia air conditioning system was on and the door to the garden was open which counteracted the base room temperature. Staff have been advised to keep all doors closed when the air conditioning system is on. The room temperature has remained maintained.
2. The plastic bags on the three small glass panels were taken down immediately after the inspection and maintenance arrived the following day to install blinds.
3. The wooden toy kitchen was removed from the garden.

Infection Control:

4. All Staff have been refreshed on the Nappy changing policy and the management team will spot check practice to ensure the policy is followed and all infection control measures are maintained. Attached is evidence of training attached.

5. Hand hygiene is the single most important means of preventing the spread of infection. Appropriate facilities are available for effective hand hygiene for both staff and children. Refresher training has since been completed with all staff.

6. Hand hygiene is the single most important means of preventing the spread of infection. Appropriate facilities are available for effective hand hygiene for both staff and children. Refresher training has since been completed with all staff.

7. Seven mattresses that are not fully waterproofed have waterproof sheets on them. This was deemed satisfactory following on from the last inspection. To ensure transparency we have replaced the seven mattresses with fully sealed waterproof mattresses. Attached is photographic evidence of the waterproof protectors in place since September 2022 and the new mattresses.

8. The swing bin in the outdoor area was removed and replaced with a pedal bin.

Refresher training and skill demonstrations have been completed with staff and Management will continue to monitor the environment and practice in relation to general safety and infection control.

Supporting documentation submitted

General Safety:

Written and photographic evidence, including a record of temperatures, was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Infection Control:

Written and photographic evidence, including staff training cards, was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Early Years Inspectorate Regulatory Report

Pre School

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address these non-compliances. These actions will be assessed on the next inspection.

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 on the day of inspection.

(2)

(a) A first aid box was safely stored in an easily accessible and conspicuous location within the service.

(b) A first aid box was available to the adults and children in the service 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.*
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

Compliance Information

- (1)(a) A written record was available detailing fire drills that had taken place in the service. The last fire drill had been recorded as undertaken on 18 May 2023.
- (b) The number, type and maintenance record of fire fighting equipment and smoke alarms on the premises was available. The maintenance records for the fire fighting equipment were dated 20 April 2023 and 04 April 2023 for the smoke alarm system.
- (4) The procedures to be followed during a fire drill and in the event of a fire were displayed in a conspicuous location within the service.

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*

Non-Compliance Information

(c) A malodour was present in the nappy changing area of the Safari room indicating that the mechanical ventilation in place was inadequate.

- (d)
- An accumulation of dust and dirt was observed in the vents of the doors in the Baringo, Safari, Namibia and Botswana sanitary accommodation areas.
 - An accumulation of dust was observed in the ceiling vent in the sanitary accommodation of the Namibia and Botswana rooms.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (c) The ventilation in Safari has been checked and is working. Management will monitor and prevent malodour by ensuring the pedal bins are emptied during the day after nappy changes to prevent malodours.
- (d) The vents and ceiling vents have been thoroughly cleaned.

Supporting documentation submitted

- (c) No supporting documentation submitted.
- (d) Photographic evidence was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

The Management and staffing will ensure that all reasonable measures are taken to safeguard the health, safety and welfare of all children attending the service and that the environment is safe at all times and all aspects of premises are maintained and monitored.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address these non-compliances. These actions will be assessed on the next inspection.