

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015DS221
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<b>Name of Service:</b>	Tigers Childcare
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<b>Address of Service:</b>	Belgard Square West, Tallaght Cross East, Tallaght, Dublin 24, Co. Dublin
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<b>Eircode:</b>	D24HDT1
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<b>Name of Registered Provider:</b>	Karen Cince
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	13/04/2023
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<b>No of pre-school children:</b>	AM	34	PM	34
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<b>Address of the Early Years Inspectorate:</b>	The Brunel Building, Heuston South Quarter, St. John's Road West, Dublin 8
<b>Inspection undertaken by:</b>	R. Brien & F. Carty
<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

Tigers Childcare is a full day care service provided by the registered provider which operates 13 childcare services in Leinster and Cork. The service provides full day, part time and sessional care for children from 0 to 6 years. The service operates from 07:30 to 18:30, Monday to Friday.

The service is located in an adapted premises on the first floor of a mixed-use development complex in an urban area of southwest county Dublin. There are five care rooms in the service. On the day of inspection, four rooms were in use. The Junior Discoverers room caters for the youngest children attending who ranged in age up to fifteen months. The Senior Discoverers room caters for children aged 1 to 2 years. The Explorers room caters for children aged 2 to 3 years and the Active Cubs room caters for children aged 3 to 4 years. The Active Cubs Early Childhood Care and Education (ECCE) room which operates on a sessional basis was closed. The service has a designated cot room available to accommodate the sleep needs of children under two years of age. There is a fully enclosed outdoor play area to the rear of the premises. Children had access to another room in the service, at times, which allowed for a change of environment – this room was also used as a sleep room for children attending the Explorers room.

### Staffing

The service currently employs 16 staff including a manager. There were 11 staff working directly with the children on the day of inspection including the designated person in charge who attended the service following the inspector's arrival. The registered provider does not work directly with the children 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. The inspections may also focus on other areas as required.

A sampling process was used to assess compliance under regulation 9(2)(4) Management and Recruitment, regulation 23 Safeguarding health, safety and welfare of child and regulation 32 Complaints. The scope of the inspection included the Senior Discoverers, Explorers and Active Cubs care 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.

### Additional Information

This inspection was triggered by the receipt of information which was furnished to the Early Years Inspectorate on 27 March 2023.

### Acknowledgments

The inspectors wish to acknowledge the cooperation of the 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.

(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. The designated person in charge attended the service following the inspector's arrival.
- (2) Following a discussion with the person in charge it was confirmed that two new members of staff commenced working in the service since the last inspection on 16 August 2022. Documentation was reviewed in respect of these adults and met regulatory requirements as follows:
- (a) Of the four validated, written references that were required, three were available from a past employer.
  - (b) One further validated, written reference was available from a source other than a past employer.

- (c) Garda vetting disclosures from the National Vetting Bureau of An Garda Síochána were available for the two staff members.
- (d) Police vetting was available for one staff member who had lived outside the State for a period exceeding six months as an adult.
- (4) A record was available evidencing that the two staff members who were employed to work directly with the children held the required qualification.

### 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 thirty-four children attending the service being supervised by eleven adults on the day of inspection.
- (8)(a) There were more than two adults on the premises at all times.

### 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) Healthy eating was promoted in the service. The person in charge reported that hot meals and snacks are provided by the service. Dinner was served at 11:30. Drinking water was accessible 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. Mealtimes were observed to be relaxed and children were given time to finish their meals.

Care practices observed on the day of inspection were appropriate and suitable to the age and the needs of the children in attendance. Children were encouraged and supported to be independent including using the toilet independently and cleaning up after their play and meals. There was a designated sleep time in the Senior Discoverers and Explorers rooms. The individual sleep needs of children in these rooms were respected. Two children from these rooms who did not want to have a sleep were accommodated in the Explorers care room.

Staff displayed a good awareness of the needs of each child in their care and responded to children's cues promptly. Interactions observed throughout the inspection between staff and children were warm with staff observed supporting children in their play. Staff demonstrated knowledge of the service's positive behaviour management policy in discussion with the inspectors. Staff were observed to use distraction, gentle tones and praise when promoting positive behaviour in line with the service's positive behaviour management policy. The atmosphere in the service appeared calm and relaxed. Transitions within the service were managed well and children appeared to be familiar with the daily routine.

(3) During the inspection, staff were observed to engage and interact with the children in a calm, relaxed and respectful manner. Staff were available to the children when required and supported children in developing independence and self-sufficiency when completing activities and tasks such as using the toilet, washing their hands and cleaning up after their play. Staff used the child's name when speaking to them and any minor issues were dealt with calmly.

## 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:

- Care room temperatures were maintained between the recommended temperatures of 18-22°C.

#### Safe Sleep:

- Sleep room temperatures were maintained between the recommended temperatures of 16-20°C for safe sleep.

### 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 available in the service which specified the following:
- (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.
  - (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) The service had a record of complaints made in respect of the service.
  - (b) The service had documentary evidence to demonstrate that if a complaint was received it was dealt with according to the service complaints policy.
- (3) A record in writing referred to in paragraph (2)(a) was available which specified the following:
- (a) the nature of the complaint and the manner in which the complaint was dealt with.
  - (b) This record was available for inspection on the premises by an authorised person.