

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DS221		
Name of Service:	Tigers Childcare		
Address of Service:	Belgard Square West, Tallaght Cross East, Tallaght, Dublin 24, Co. Dublin		
Eircode:	D24HDT1		
Name of Registered Provider:	Therese Noonan		
Service type:	Full Day, Part Time, Sessional		
Date of Inspection:	08/04/2024		
No of pre-school children:	AM	55	PM 47
Address of the Early Years Inspectorate:	The Brunel Building, Heuston South Quarter, St. John's Road West, Dublin 8		
Inspection undertaken by:	R. Brien & F. Carty		
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

Tigers Childcare is a full day care service provided by the registered provider which operates 14 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. The Junior Discoverers room caters for children aged 1 year. The Senior Discoverers room caters for children aged 1 to 2 years. The Explorers room caters for children aged 2. The Active Cubs Juniors room caters for children aged 3 to 4 years and the Active Cubs Seniors room caters for children aged 3 to 5 years. The service has a designated cot room. There is a fully enclosed outdoor play area to the rear of the premises. Children had access to another room in the service 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 13 staff working directly with the children on the day of inspection including the manager and deputy manager. The operations manager arrived during the morning of the inspection to provide further support. 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 and safety. The inspection 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,
- 16 (h),(i),(j),(k) 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,
- 25 First Aid,
- 26 Fire Safety Measures.

However, on inspection additional non-compliance which posed a risk was identified under Regulation 20(1)(b) Facilities for Rest and Play. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulations:

- 16(h)(j)(k) Record in relation to pre-school service,
- 19(1)(a)(b) Health, welfare and development of child,
- 20(1)(b) Facilities for Rest and Play,
- 23 Safeguarding, health, safety and welfare of child.

As a result, the scope of the inspection included the Junior Discoverers, Senior Discoverers, Explorers and Active Cubs Juniors 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, 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 who were both on the premises throughout the inspection.

(2) The files of seventeen adults were reviewed as part of the inspection. This included the operations manager and five staff members who had commenced working in the service since the last inspection on 13 April 2023.

Documentation was reviewed in respect of these adults and met regulatory requirements as follows:

(a)(b) Of the thirty-four references that were required, twenty-four were available from a past employer and ten were available from a reputable source.

(c) Garda vetting disclosures from the National Vetting Bureau of An Garda Síochána were available for the seventeen staff members. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) Police vetting was required for seven staff members and was available for these staff members who had lived outside the State for a period exceeding six months as an adult.

(4) Records were available evidencing that seventeen staff members who were employed to work directly with the children held the required qualification or equivalent. One of these staff members held a qualification recognition letter 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-five children attending the service being supervised by thirteen 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 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) Details of the attendance of each child in the Junior Discoverers, Senior Discoverers, Explorers and Active Cubs Juniors rooms were recorded at the time of entering and leaving the service.

(i) The staff roster was available and reflected the adults working in the service on the day of inspection.

(j) A sample of ten medication administration records were reviewed. These records were signed by staff and parents and were completed appropriately.

(k) A sample of ten accident and incidents records were reviewed. These records were signed by staff and parents and were completed appropriately.

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)

Healthy eating was promoted in the service and staff reported that all meals are provided by the service. Children in the Active Cubs Senior room bring their 10:00 snack in from home. Children are given lunch at 11:30 and dinner was served at 14:30. 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.

Children's care needs were observed to be met promptly. Staff were observed cleaning children's noses as required and children's hands and faces were cleaned after dinner as required. Children's nappies were changed regularly and staff were observed engaging warmly with children when providing this care. Children were encouraged and supported to be independent including cleaning up after their play and meals.

There was a designated nap time in the Junior Discoverers, Senior Discoverers and Explorers rooms. Children who requested a nap in the Active Cubs Juniors room were provided with beds and four children were observed sleeping in this room on the day of inspection.

Staff demonstrated a good awareness of the needs of each child in their care and responded to children's cues promptly. Staff interacted warmly with the children throughout the inspection and were observed supporting children in their play. Staff were observed to use encouragement, gentle tones and praise when promoting positive behaviour in line with the service's behaviour management policy. Staff provided an appropriate level of supervision whilst supporting the children's independence during play and mealtimes.

Staff described how they record information about each child's day using an online application detailing information on food, sleep and nappy changes.

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, jigsaws, rest areas with books, home corners and dress up areas. The care rooms provided a range of developmentally appropriate play experiences for the children and were adequately resourced with a variety of materials. Family photos, birthday displays, visual routines and children's artwork were displayed in the care rooms.

The environment was laid out to support the children's independence. Low level hooks were provided for coats and bags. Play materials were observed to be accessible to the children on low level shelving. Low level tables and chairs were available in the care rooms.

A fully enclosed outdoor play area was located to the rear of the premises and had concrete and shock absorbent surfacing. The area was divided into three separate play spaces which were well resourced with a range of developmentally appropriate play equipment.

Part V - Care of Child in Pre-school Service

Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

(b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

Non-Compliance Information

(1)(b) Appropriate rest facilities were not provided for all children under 2 years in the Senior Discoverers room. Four children aged 1 year were observed on low stackable beds. These beds were not fitted with firm, flat, waterproof and breathable mattresses.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Tigers' childcare has since purchased appropriate sleep beds for children aged 1 year. Sleep beds have accompanying waterproof breathable fitted mattresses. Management and staff will be retrained on Tigers Rest and Sleep Policy. Going forward, all staff will ensure children aged 1 are on the appropriate sleep beds that are fitted with firm, flat, waterproof, and breathable mattresses.

Supporting documentation submitted

Written and 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 this non-compliance. 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 provider 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.

- Medicines, 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 in the Junior Discoverers, Senior Discoverers and Explorers rooms.
- A system was in place for effective sterilisation of soothers.
- Individual bed linen was provided for children. Staff stated that bed linen is laundered weekly.
- Children's lunches brought from home were stored in a refrigerator.

Administration of Medication:

- Staff adequately detailed the procedures for administering medication if required.
- Staff were observed taking appropriate safety measures when administering medicine to a child in the Senior Discoverers room. A record was maintained detailing the name of the medicine, time and dose given, the staff member's signature and the signature of the second adult who witnessed the administration.

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.
- Individual sleep plans were in place for four children aged 1 year in the Senior Discoverers room who were observed on low beds during the inspection.

Non-Compliance Information

Infection Control:

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

1. Some nappy changing practices observed on the day of inspection in the service were contrary to the service's nappy changing procedure and were inadequate for infection control purposes as follows:
 - Some children were redressed with the same gloves used for nappy changing.
 - Some children's hands were not washed following nappy changes.
 - An adult's hands were not washed following nappy changes.
 - The nappy mat was not cleaned between nappy changes.

- An adult was observed lifting the lid of the pedal bin to dispose of waste following a nappy change.
 - A child was observed with a soother in their mouth during a nappy change.
2. The children attending the Junior Discoverers room were of an age where they explored toys with their mouths. There was no attempt made to remove the toys when mouthed despite the room having a designated box for this purpose. The toys remained in use between the different children posing a risk of cross infection.
 3. In the Junior Discoverers room, the children's morning lunch was placed directly onto the table which was not cleaned beforehand posing a risk of the spread of infection.
 4. There was no liquid soap in the dispenser in the sanitary area adjacent to the Active Cubs Juniors room.
 5. The pedal function on the pedal bin for general waste in the sanitary area adjacent to the Active Cubs Juniors room was not working.
 6. Paper towel for hand drying was not stored in a dispenser in the Senior Discoverers room. Staff members were observed tearing pieces off the roll for the children and handing it to them posing a risk of cross contamination.
 7. The floor mats in in the Junior Discoverers room were not maintained in a clean condition. There was dust and debris present which posed a risk of cross contamination.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. A staff meeting was held following the inspection, demonstration of the correct procedure was conducted, all staff re-trained on our Nappy Changing Policy.
2. The mouthing box is now used as per our policy. Staff retrained in infection control and the importance of breaking the chain of infection. This was addressed in our staff meeting.
3. Staff reminded to use the bowls for all food items. Staff also reminded to clean the table before meals as per our policy. Staff retrained in infection control. This was addressed in our staff meeting. Infection control measures were updated in the retraining form.
4. The liquid soap was refilled. Staff were reminded to check the soap supply regularly throughout the day. Staff were reminded that in addition to the morning checks, to check regularly during the day that soap

dispensers are full. This item was covered in our staff meeting. Staff were shown this practice listed on the daily checklist.

5. A new pedal bin was purchased replacing the broken bin. A spare bin will be held in storage to immediately replace any damaged or broken bins as required. This was addressed in our staff meeting where staff were reminded to document and report any broken materials as per the daily risk assessment sheet.
6. Z-fold tissue dispenser was installed in Senior Discoverers following inspection. Colleagues were reminded to report broken, damaged, or missing equipment as per the daily risk assessment. This was also discussed during the staff meeting.
7. The floor mats in Senior Discoverers were replaced following inspection. Colleagues were reminded to remove dust and debris as part of their cleaning duties and report items that are not in a good condition so that they can be replaced as per our policy.

Supporting documentation submitted

Infection Control:

Written and 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 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 monthly fire drills that had taken place in the service. The last fire drill had been recorded as undertaken on the 11 March 2024.
- (b) The number, type and maintenance record of firefighting equipment and smoke alarms on the premises was available. The maintenance records for the fire equipment were dated 05 April 2023 and 13 March 2024 for the smoke alarms.
- (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.