

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY059
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Name of Service:	Daisy Days Childcare Ltd
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Address of Service:	Sean O'Casey Community Centre, East Wall, Dublin 3
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Eircode:	DO3 AY74
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Name of Registered Provider:	Rose Seery
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Service type:	Full Day
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Date of Inspection:	28/02/2024
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No of pre-school children:	AM	57	PM	48
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Floor 7 Brunel Building, Heuston South Quarter, St. John's Road West, Kilmainham, Dublin 8
Inspection undertaken by:	E. Finnegan Hayes
Title:	Early Years Inspector

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

Daisy Days is a community run full day care service which opens 8:30am-5:30pm Monday to Friday. The service operates from a community centre in Dublin. The service is comprised of a large reception area, an office, a kitchen and five care rooms; Baby room catering for children aged 8 months-19 months, Wobbler room catering to children 1-2 years, Toddler room catering for children aged 2-3 years, Preschool 1 catering for children aged 3-5 years and Preschool 2 catering to children aged 3-4 years. The service caters for 64 children aged 0-5 years and participates in the Early Childhood Care & Education (ECCE) scheme.

Staffing

The registered provider employs 22 staff to work in the service including the person in charge, 17 Early years practitioners, two reception staff, a kitchen staff and a cleaner. The register provider also works in the service. The service also engages with an external provider to provide a weekly activity for the preschool aged children; an adult from this service was 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.

A sampling process was used to assess compliance under Regulation 9 Management and Recruitment, Regulation 16 Records in relation to the preschool service, Regulation 19 Health, Welfare and Development of child and Regulation 23 Safeguarding Health, Safety and Welfare of Child. As a result, the scope of the inspection included the Baby room, Wobbler room and Toddler room.

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 inspector wishes 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

(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)(b) The service had a designated person in charge and named person to deputise as required. The person in charge was present in the service when the inspector arrived and remained in the service for the duration of the inspection.

(2) A review of the staff roster and conversation with the person in charge showed that one new staff member has been employed since the previous inspection. The file of this staff member was reviewed along with Garda vetting disclosures for 23 other adults including 22 adults employed to work in the service and one adult employed by an external company who was providing a children's activity on the day of the inspection.

(a)(b) Two written and validated references were available in relation to one staff member.

(c) Garda vetting disclosures had been obtained for all 24 adults. However, the service did not adhere to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years. Please refer to the information outlined under regulation 23 of this report.

(d) Police vetting was available for one staff member who had lived in a country other than Ireland for a period of six months or more as an adult.

(4) Evidence was available to show that one staff member who worked directly with children attending the service held at least a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications or a qualification deemed eligible by the Department of Children and Youth Affairs.

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) The registered provider ensured that an adequate number of adults were working directly with the children on the day of inspection. Twelve adults were caring for 57 children when the inspector arrived in the service. another staff member arrived at 12:30pm to assist with lunchbreaks as detailed in the staff roster.

(2) Ratios were maintained on the day of inspection. The following was observed;

- In the Baby room two adults were caring for five children aged 8-19 months.
- In the Wobbler room two adults were caring for twelve children aged 1-2 years old.
- In the Toddler room two adults were caring for nine children aged 2-3 years old.
- In Pre-school 1 three adults were caring for sixteen children aged 3-5 years old.
- In Pre-school 2 three adults were caring for fifteen children aged 3-4 years old.

An additional adult was available to cover in the rooms as needed.

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:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;
- (b) details of the class of service and the age profile of children for which the service is registered to provide services;
- (c) details of the adult:child ratios in the service;
- (d) the type of care or programme provided in the service;
- (e) the facilities available;
- (f) the opening hours and fees;
- (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;
- (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;

Compliance Information

(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:

- (a) The staff files contained the name, position, qualifications and experience of the person in charge and of every other employee.
- (b) The service displayed their Tusla registration certificate in the entrance hall which provided details of the class of service and the age profile of children for which the service is registered to provide services.
- (c) Details of the adult:child ratios in the service were detailed in the parent information sheet.
- (d) (e) (f) The statement of purpose and function detailed the type of care or programme provided, facilities available and the opening hours and fees of the service.
- (g) The service had all the policies, procedures and statements required in accordance with Regulation 10.
- (h) Daily attendance records were available in all care rooms.
- (i) A staff roster was available for review.
- (j) A sample of 17 medication administration records were reviewed all of which were completed in full.

Non-Compliance Information

- (1)
- (k) A sample of 15 accident and incident records were reviewed; of these five did not contain the signature of the service manager confirming they were aware of the accident, and one did not contain any signatures at all including the staff member completing the form, service manager or parent. Accurate and complete records are required to be kept in relation to all accidents which occur within the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(k) Staff have been spoken to about the correct completion of these records. A new policy has been drafted and all staff have signed to say they have read the policy.

Supporting documentation submitted

Copy of policy and staff sign off sheet were reviewed.

Summary Comment

The corrective and preventative actions provided are sufficient to address the non-compliance under Regulation 16.

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

Compliance Information

(1)(a)

Basic Needs:

- The service provided all food to the children in line with their healthy eating policy and a three-week menu. The menu included a variety of cereals for breakfast between 8:30-9:15am, fruit snack at 10:30am, dinner at 11:45am followed by afternoon snack at 3pm which was a variety of hot and cold options including scrambled egg, wraps and sandwiches and beans on toast and an evening snack at 4:30pm.

- On the day of inspection children were observed to eat fruit for snack and spaghetti bolognese for dinner. Additional portions of dinner were available if needed along with alternative meals for those who did not eat the dinner provided.
- Drinks were available to the children throughout the morning in each room and drinks were provided to the children with their meals.
- Nappy changing was done on a set schedule and as required to ensure the children's comfort.
- Children's comfort was supported during naptime; outer layers of clothing and shoes were observed to be removed prior to naptime.
- Children were free to move and engage in a variety of play experiences without restriction.

Physical and Material Environment

- Cosy areas were present in all rooms offering a quiet comfortable area for children to rest and relax during the day.
- Child sized tables and chairs and low-level shelving in the Baby and Toddler rooms allowed children to access materials freely and promoted independence.

The outdoor space was divided into sections for the various age groups with appropriate equipment in each depending on the age of the children using the area. A range of toys and equipment were available in the outdoor space which allowed for gross motor development. Some children accessed the outdoor area on the day of inspection.

Supporting relationships:

- Staff ensured a relaxed atmosphere in the service. They were kind, caring and respectful in their interactions with the children and were knowledgeable of the children's families and preferences.
- Staff engaged with children throughout the day playing with them and sitting with them during mealtimes. This provided opportunities to support children's learning and development.
- Children's interests and observations were displayed in the care room and used to plan activities in line with their specific interests.
- Information was recorded and shared with parents on a daily basis. Staff were observed to record details about each child including meals, nappy changes, and sleep. This promoted a strong relationship between staff and parents.

Non-Compliance Information

1. Defined play areas were not present in the Wobbler room and a lack of materials and equipment was observed for example the play kitchen was placed in the corner of the room away from all other play items and had limited supporting equipment available and a large doll house was filled with large dolls and no small figures were provided in the room appropriate to the doll house. Children were observed to wander around the room and engage in minor altercations. A selection of toys and equipment which are readily available and grouped appropriately supports children to engage in spontaneous play experiences.
2. The transition from the care room to the dining room for dinner and back to the care room for naptime was observed to be unstructured for the children for example, the children were not provided with advance warning that a transition would occur, the care room door was opened and children were told to go out to get dinner, one staff member had just left the room so was not available to support the transition. The children's beakers were not brought to the dining room and children were finished eating before being provided with a drink. A significant amount of movement was happening in the dining room as the children ate, put their plates on the tray and get their faces cleaned; two children were observed to have minor accidents during this time caused by the amount of movement happening. Children should be given advance warning of a transition to allow them to prepare and finish their activity along with clear direction to prevent accidents.
3. Battery operated toys in the Baby room and Wobbler room were observed to not be working. This limits play value and does not support children's sense of cause and effect.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. Staff and parents have worked collaboratively to create defined areas in the Wobbler room. Smaller baskets and low shelving have been used to display toys at the childrens level in an accessible way.
2. Staff have discussed the transitions. Children are notified of the transition to dinner and all children will be given their beakers with their meal.
3. Battery operated toys which are not working have been removed from the rooms and will be replaced with non-battery operated toys or toys made from natural materials.

Supporting documentation submitted

Photographs of the Wobbler room were reviewed.

Summary Comment

The corrective and preventive actions provided are sufficient to address the non-compliance under Regulation 19.

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 service entrance is manned by a receptionist which prevents unauthorised persons accessing the service unknown to staff.
- Blind cords were secured to prevent a risk to the children.
- The nappy changing units were safe and sturdy for use and children’s nappy changing items were within easy reach.
- Highchairs in the Baby room were fitted with a five-point harness which was used when children were in the highchair.
- Cleaning supplies were stored out of reach of the children throughout the service.

Infection Control:

- The service was maintained in a clean condition throughout, and records of cleaning were available and completed to date.
- Thermostatically controlled water, dispensed soap and hand towels were available to support adequate hand hygiene.
- Foot pedal operated bins were available in sanitary areas to allow hygienic disposal of contaminated materials.
- Windows were open to allow fresh air to circulate in the service.

Safe Sleep:

- Staff were aware of safe sleep practices. Children were monitored while sleeping at intervals of 10 minutes or less and records were maintained which detailed the breathing, position, and colour of each child at each check.
- Cots were maintained in a good state of repair and mattresses were well fitted which prevented gaps.
- Cots and low-level beds were positioned 50cms apart.

Fire Safety:

- Staff were aware of the procedures to be followed in the event of a fire emergency.
- Fire exits were clearly identified.

Non-Compliance Information

General Safety:

1. Garda vetting was available for five adults however, these vetting disclosures were not dated within the previous three years in adherence with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting'.

Infection Control:

2. Handwashing was not completed before dinner in the Wobbler room. Handwashing is required to prevent the spread of infection.
3. Two nappy changing mats in the sanitary area shared by the Baby and Wobbler rooms were observed to be torn in the corners posing an infection control risk as they could not be adequately cleaned.

Safe Sleep:

4. A child aged 8 months old was observed to be asleep in a buggy in the care room. Staff advised that the parent had requested this to ensure the child was propped up during sleep. A buggy is not deemed appropriate sleep equipment for children in early years services.

Fire Safety:

5. A designated fire door in the entrance area was observed to be propped open throughout the inspection. Fire doors are an important means of containing a fire and are required to be kept closed.
6. Adequate space was not provided between a low-level bed in the Wobbler care room and a fire exit door and may have impeded the use of the fire exit in an emergency evacuation.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. Garda vetting has been re-done. Staff have been assigned to check dates for Garda vetting.

Infection Control:

2. Children are brought to wash their hands before meals.
3. Nappy changing mats have been replaced. Staff have been advised to inform management if new mats are required.

Safe Sleep:

4. Staff and parents have been informed that children are not to sleep in buggies.

Fire Safety:

5. Fire doors will be left closed at all times. Staff have been made aware to close the door behind them.
6. The cots and beds have been rearranged in the Wobbler room to ensure fire exits will be blocked during sleep.

Supporting documentation submitted

Photographs in relation to above have been reviewed.

Summary Comment

The corrective and preventive actions provided are sufficient to address the non-compliance under Regulation 23.