

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY059		
Name of Service:	Daisy Days Childcare Ltd		
Address of Service:	Sean O'Casey Community Centre, East Wall, Dublin 3		
Eircode:	D03 AY74		
Name of Registered Provider:	Rose Seery		
Service type:	Full Day		
Date of Inspection:	12/07/2023		
No of pre-school children:	AM	48	PM 35
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 & T. Nelson		
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.
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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 7 months-1.5 years, Wobbler room catering to children 1.5-2 years, Toddler room catering for children aged 2.5-3.5 years, Preschool 1 catering for children aged 3-4 years and Preschool 2 catering to children aged 4-5 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 23 staff to work in the service; 18 of whom work directly with the children in the service. Fourteen staff were present on the day of inspection including the deputy person in charge and three auxiliary staff. The register provider works in the service.

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 inspections may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations;

Regulation 9- Management and Recruitment

Regulation 11- Staffing Levels

Regulation 19- Health, Welfare and Development of Child

Regulation 23- Safeguarding Health, Safety and Welfare of Child

Regulation 25- First Aid

Regulation 26- Fire Safety

However, on inspection additional non-compliance which posed significant risk was identified under Regulation 29. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under 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 rooms name rooms included the Baby room, Wobbler room, Toddler room and Preschool room 2.

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

An immediate action notice (IAN) was issued to the registered provider during the inspection in relation to Regulation 23 Safety. A response which adequately addressed the concern was received on the 13th July 2023.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, person in charge, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(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) The service had a designated person in charge and a named person who was able to deputise as required in the absence of the person in charge.

(b) The deputy designated person in charge was on the premises when the inspectors arrived in the service and was present for the duration of the inspection.

(2) A review of the roster and conversation with management showed that there are currently 23 staff employed by the service. The files of all staff were reviewed.

(a) Twenty-six written and verified references were available from a previous employer in relation to 17 staff members.

(b) Twenty Written and verified references were available from a source other than a previous employer in relation to 14 staff members.

(c) Garda vetting declarations were available for 23 staff members.

(d) Police vetting was not required for any staff members.

(4) Evidence was available to show that 20 staff members who worked directly with the children held 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.

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 an adequate number of staff were working directly with the children in the service. Forty-three children were being cared for by 10 staff.

(2) Ratios were maintained in the service. The following was observed;

- In the Baby room five children aged 7months-1.5 years were being cared for by 2 staff members.
- In the Wobbler room ten children aged 1.5-2 years were being cared for by 2 staff members
- In the Toddler room nine children aged 2.5-3.5 years were being cared for by 2 staff members.
- In the Preschool 1 room thirteen children aged 3-4 years were being cared for by 2 staff members.
- In the Preschool 2 room eleven children aged 4-5 years were being cared for by 2 staff members.

The assistant manager was available in a supernumerary capacity to assist in rooms where required.

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

Compliance Information

(1)(a)

Basic Needs:

- The service provided regular meals and snacks to the children attending. The daily menu included a variety of cereals for breakfast between 8:30-9:15am, fruit snack at 10:30am, dinner at 11:45am followed by tea at 3pm and an evening snack at 4:30pm. On the day of inspection children were observed to eat fruit for snack and lasagne and chips for dinner. Children in the Toddler room were provided with toast at 10:07am as one child had arrived late and missed breakfast.
- Children were provided with food which was an appropriate texture in line with their age and stage of development and additional portions were observed being brought to the care rooms during dinner.
- 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. Older children were supported to use the toilet independently with staff available to assist if needed.
- Children were free to move around the indoor and outdoor spaces and engage in a variety of play experiences.

Supporting relationships:

- Staff were observed to be kind, caring and respectful in their interactions with the children and ensured a calm relaxed atmosphere and were observed to engage the children in a number of activities, chasing in the garden and songs and stories in the care room.
- Staff in the baby room were observed to acknowledge the children's feelings and support and encourage the children for example staff offered encouragement and praise when a child took some steps. This promoted a positive learning environment supporting the children's development.

- Evidence was available to show that staff record observations and interests of the children which is used to inform the activities in the service.
- Challenging behaviour was managed in a child centred way. Clear boundaries were set for example a child who was upset and hitting was given a chance to explain what was wrong but also given a clear instruction that hitting was not allowed.
- Information was shared with parents on a daily basis. Staff record details about each child including meals, nappy changes, and sleep. This promotes strong staff/parent relationship.
- Mealtimes were observed to be a relaxed social event where staff sat and chatted with the children. Children were encouraged to feed themselves, with staff available to help when required.
- Staff were observed to support the children interests as they arose for example children in the Toddler room noticed a snail in the garden and staff were observed to engage the children in conversation about the snail.

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 care rooms allowed children to access materials freely and promoted independence.
- The children were observed to access the garden on the day of inspection. 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.

Non-Compliance Information

1. Defined play areas were not present in the Wobbler room and a lack of materials and equipment was observed, one shelf was inaccessible due to a table which was pushed against it after snack time. Chairs were also stacked after snack time which prevented children sitting at the table to engage in tabletop activities. A selection of toys and equipment which are readily available and grouped appropriately supports children to engage in spontaneous play experiences.

2. Of the 38 books available in the bookshelf in the Toddler, room 14 were observed to be in poor condition. The books were also difficult to remove from the bookshelf. This diminished their value and made them inaccessible to the children.
3. Materials and equipment in Preschool room 2 were not displayed in a way which promotes independent spontaneous play for example; one shelving unit was turned to face the wall making the toys and equipment contained on it inaccessible to the children, toyboxes, the dress up area and the dolls were observed to be cluttered which limited the focus of play for the children and mark making equipment was not available for the easel. Materials and equipment should be displayed in a pleasing way so as to encourage play.
4. The tables and chairs in the dining area used by the children in the Wobbler room were not an appropriate size. The table was observed to be shoulder height on the children and the chairs did not allow the child's feet to sit comfortably on the floor which resulted in one child slipping down in the seat. Children need appropriately sized furniture to allow them to eat comfortably.
5. The comfort of children from the Wobbler and Toddler rooms was not maintained during nap time when children were observed to wear jumpers and runners while sleeping in the Wobbler room and Cot room. Outdoor clothing should be removed before sleep to allow the children to rest comfortably.
6. 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 have set up defined areas in wobbler room and more equipment and materials have been introduced. Materials and equipment will be available to children at all times in clearly defined areas.
2. Books have been replaced in Toddler room. Books are displayed so that they are easily accessible to children.
3. Equipment on shelving unit has been sorted to make it age appropriate for children in pre-school 2, and dress-up and dolls have been sorted to make it more attractive to children. Art materials are left out so are more accessible to children. Pre-school 2 children are now settled into their room and staff will ensure that everything is left attractive to children in clearly defined areas.
4. Tables and chairs have been replaced with more appropriately sized furniture. Staff will ensure that furniture will be appropriately sized for children to eat comfortably.

5. All jumpers and shoes will be removed before children go to sleep. Staff will make sure children are comfortable before sleeping.
6. Batteries have been replaced in toys. Staff will check toys regularly to replace batteries.

Supporting documentation submitted

Photos in relation to above have been reviewed by the inspectorate.

Summary Comment

The registered provider has addressed the non-compliances 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:

- Blind cords were secured to prevent a risk to the children.
- Daily risk assessments for both the indoor and outdoor environments were available in the entrance hall and completed to date.
- The nappy changing unit was safe and sturdy for use and children's nappy changing items were within easy reach.
- 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.
- Handwashing was observed to be done frequently throughout the day, after activities and before meals.
- Toy sterilisation and service cleaning records were available and completed to date.
- Aprons and gloves were provided and used to ensure good hygiene practices during nappy changing, supporting children to use the toilet and when cleaning bodily fluids.

- 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.
- Cots 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 and unobstructed during the inspection.

Non-Compliance Information

General Safety:

1. An immediate action notice was issued to the service in relation to the water temperatures which exceeded the maximum allowable temperature of 43°C and presented a risk of scalding. The following temperatures were recorded;

Location	Time	Water temperature
Nappy changing area between the Baby room and Wobbler room	10:40am	50.6°C.
Sanitary area between Preschool 1 and Toddler room	10:23am	57.1
	10:24am	57.2°C

2. The water in the sanitary are between Preschool 2 and Toddler room was not thermostatically controlled. The water temperature was recorded as 49.5°C at 10:51am posing a risk of scalding to the children.
3. A cord which connected fairy lights to the socket in the book area of the Toddler room was pulled tight across the book area at child height and posed the risk of injury to the children.
4. A tall dollhouse in Preschool room 2 was not secured to the wall and presented a risk of tipping.

Infection Control:

5. Handtowels were not hygienically dispensed in the sanitary areas where the rolls of paper towels were stored on the units which housed the sinks. These were observed to be handled frequently with wet patches observed on the rolls of paper.
6. Tiles were missing under one of the sinks in the preschool 1 and Toddler sanitary area. Wood was observed to be exposed making the area difficult to clean.
7. Mattresses and low beds used by the children sleeping in the Wobbler room were observed to be stacked together outside the door with the linen, which staff advised had been used the previous day on them in preparation for naptime. The linens were touching which posed an infection control risk.
8. There was no lid on the bin in the kitchenette off the baby room. A lidded bin was required to contain the odour from disposed food.
9. There was no lid on the bin in the Nappy changing area off the baby room which was used for disposal of aprons and gloves following nappy changing. Lidded bins are required for the disposal of contamination items.

Safe Sleep:

10. An ambient temperature was not maintained in the cot room while five children were sleeping. The temperature was recorded at 22.1°C at 12:32pm. It is acknowledged that air conditioning is fitted in the cot room however this was not used on the day of inspection.
11. Visibility in the cot room was observed to be poor and did not allow staff to observe the pallor of the 5 children who were sleeping at 12:32pm. Staff should be able to clearly see the children to enable them to complete their sleep checks and identify any issues.

Fire Safety:

12. Two fire doors were observed to be propped open when the inspectors arrived in the service; one door remained open for the duration of the inspection. Fire doors are an important means of containing a fire and are required to be kept closed.
13. Attendance records were not completed in a timely manner in the Baby, Wobbler and Toddler care rooms for example a child who arrived in the service at 10:30am was not signed into the roll book when the Inspector checked at 10:47am and a child who arrived in the Wobbler room at 9:40am was not signed into the roll book until 11:22am when the Inspector checked the roll. Attendance records ensured the safe evacuation of all children during a fire emergency.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. New thermostats were fitted to all taps in nappy changing area. Staff will monitor the water temperature.
2. Thermostats have been fitted to sinks in Preschool and Toddler areas. Staff will monitor water temperature.
3. Fairy lights have been removed from Toddler room. We will ensure more suitable lights are fitted in future.
4. Dolls house removed until replacement found. As this doll's house cannot be attached to wall, we will replace it with an a more suitable one.

Infection Control:

5. New hand towel dispenser fitted in nappy changing area. New dispensers are used.
6. New tiles fitted. Tiles will be replaced as needed.
7. Beds will not be stacked with bedding on it. Bed will be placed on floor before sheets are fitted.
8. Bin in Baby room replaced with new Bin. Lid will be left on bin at all times.
9. Bin in nappy changing area replaced. Lidded bins now used for contaminated items

Safe Sleep:

10. Staff will ensure Air conditioning is used when necessary. Updated Safe Sleep policy to remind staff of correct temperature and replace notices in sleep room.
11. Light will be left on in cot room to allow observation of children when asleep. Staff will be reminded of Safe Sleep Policy.

Fire Safety:

12. Fire doors will be kept closed. Fire doors will be closed.
13. Staff were reminded of the importance of signing children immediately on arrival. Children will be signed in on arrival.

Supporting documentation submitted

Photos, meeting minutes and a water temperature record sheet have been reviewed by the Inspectorate.

Summary Comment

The registered provider has addressed the non-compliances under Regulation 23.

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) The registered provider ensured that a staff member trained in First aid Response (FAR) was immediately available to the children at all times during the opening hours of the service.

(2)(a)(b) A suitably equipped first aid box was available in the service. This was easily accessible to staff if needed any time during the day.

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 firefighting 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) The registered provider maintained a record of fire drills which showed fire drills are completed on a monthly basis. The last fire drill took place on the 14th June 2023.

(b) The registered provider maintained a record of the number, type and maintenance record of firefighting equipment and smoke alarms in the premises. The record showed that the fire fighting equipment was last serviced in January 2023 while the smoke alarms were last serviced on 29th September 2022.

(4) A notice of the procedures to be followed in the event of an emergency were displayed in the communal areas of the service.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

- (a) of sound and stable structure,*
- (b) safe and secure,*
- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities.*

Non-Compliance Information

(d) The handles were missing off two taps in the nappy changing areas off the baby room. This made turning the tap on and off difficult.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(d) New tap fitted in changing area.

Supporting documentation submitted

No documentation submitted.

Summary Comment

The registered provider has addressed the non-compliance under Regulation 29.