

Early Years Inspectorate Regulatory Report

Pre School

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| TUSLA Identifier: | TU2015DY082 |
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| Name of Service: | Giraffe Childcare IFSC |
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| Address of Service: | Lower Mayor Street, IFSC, Dublin 1 |
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| Eircode: | D01 TX93 |
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| Name of Registered Provider: | Dearbhala Cox Giffin |
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| Service type: | Full Day, Part Time |
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| Date of Inspection: | 18/05/2023 |
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|-----------------------------------|----|----|----|----|
| No of pre-school children: | AM | 63 | PM | 68 |
|-----------------------------------|----|----|----|----|

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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 & 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).

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| Conditions if applicable | Not applicable. |
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Description of service

Giraffe Childcare IFSC is a privately owned full day care service which operates in a commercial setting in Dublin City Centre. The service caters for up to 92 children aged 0-6years and is one of twenty-two services owned by the registered provider. The service is comprised of 7 care rooms, two cot rooms, an office, a kitchen and associated sanitary facilities. An enclosed outdoor area is present to the rear of the service.

Staffing

The service employs a total of 25 staff including person in charge, 23 childcare staff, a chef and a cleaner. An area manager arrived at the service at 11:05am and was present for the duration of the inspection. The registered provider does not work 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 an examination of compliance under Regulation 9; (1)(a)(b), (2)(a)(b)(c)(d), (3), (4), Regulation 11; (1), (2), Regulation 16(1)(j)(k), Regulation 23, Regulation 25; (1), (2)(a)(b), Regulation 26; (1)(a)(b), (2), (4) and Regulation 27. Regulation 29 was added during the inspection in relation to the temperature of the service. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under;
Regulation 16- Records in relation to the preschool service,

Regulation 23- Safeguarding Health, Safety and Welfare of Child,

Regulation 25- First aid,

Regulation 26- Fire Safety,

Regulation 27- Supervision,

Regulation 29- Premises

Sampling of Regulations 23, 27 and 29 included the following rooms; Wobbler Baringo, Wobbler Cameroon, Toddler Serengeti and Toddler Zambia

Regulation 9 - Management and Recruitment was assessed in relation to all staff and students working in the service and Regulation 11- Staffing Levels was assessed in relation to all children in attendance.

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 area manager, 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.

(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(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 when required. The designated person in charge was on the premises when the inspectors arrived unannounced and was present for the duration of the inspection.

(c) Discussion with staff and management showed a clear management structure and roles and responsibilities within the service.

(2) A review of the roster and discussion with management and staff established that there were 25 staff currently employed in the service along with 2 students one of whom was present on the day of inspection. The files of all adults were reviewed.

(a) Forty written and verified references were available from a past employer in relation to 24 staff adults.

(b) Fourteen written and verified references were available from a source other than a past employer in relation to 11 adults.

(c) Garda vetting disclosures were available in relation to 27 adults.

(d) Police vetting was available in relation to 21 adults who had lived outside of Ireland for more than 6 months as an adult.

(3) Records showed that the procedures specified in paragraph (2) were carried out in advance of the start date of all new staff who had commenced employment since the last inspection.

(4) Evidence was available to show that 21 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.

Non-Compliance Information

(4) Evidence was not available to show that one staff member who was currently employed to work 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.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(4) The staff member is in process of completing her final module and should receive her Level 6 certificate by September 2023. Evidence of this was shown to the inspector on the day. The services HR Manager & Recruitment team will work to ensure all staff have a major award in early childhood care and education at level 5 or higher on the national framework of qualifications or deemed equivalent by the minister prior to their start date.

Supporting documentation submitted

Documentation in relation to above has been reviewed by the Inspectorate.

Summary Comment

Regulatory compliance remains outstanding until the staff member completes her 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.

Compliance Information

(1) The registered provider ensured an adequate number of adults were working directly with the children on the day of inspection. Eighteen staff were working directly with sixty-three children and the manager was available in a supernumerary capacity.

Non-Compliance Information

(2) The registered provider did not ensure adequate ratios were maintained in the care rooms at all times. Between 1-2pm while some children were sleeping, and staff lunchbreaks were ongoing the following was observed;

| Room | Age range | No. of children | No. of Adults present | Adults required |
|------------------|---|-----------------|-----------------------|-----------------|
| Wobbler Safari | 7 aged 1 year old 2 aged 2 years old | 9 | 1 | 2 |
| Wobbler Cameroon | 16-22months | 9 | 1 | 2 |
| Toddler Zambia | 2 years old | 11 | 1 | 2 |
| Preschool Kenya | 3-4 years | 17 | 2 | 3 |

It is acknowledged that the person in charge and an area manager were available during this time.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2) Weekly staff roster was reviewed along with the recruitment of additional staff due to start on the 22nd of June to support lunch times. Weekly roster will be closely monitored, and additional support at lunch and sleep times will be requested if needed. Ratios will be always maintained.

Supporting documentation submitted

No supporting documentation submitted.

Summary Comment

The registered provider has addressed the non-compliance under Regulation 11.

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:

(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

(j) A sample of 13 records in relation to the administration of medication within the service were reviewed. All records were found to be completed in full.

(k) A sample of 11 accident/incident records were reviewed. All records were found to be completed in full.

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

Non-Compliance Information

(1)(a)

1. The care needs of the children were not met in a timely manner the following was observed during dinnertime in Toddler Serengeti Room where two staff were working with 12 children aged 2-3years;
 - A child spilt water on themselves and needed to be changed. As this was a busy time in the room staff called for assistance a number of times however there was no staff available to offer support in the room. The child had to wait until another staff arrived before their clothes could be changed.

- A child was observed lying away from the table instead of sitting with their peers at the table. Staff stated this child likes one to one support at mealtimes, and the staff in the room were busy. Staff had to wait for another staff member to attend the room which freed them up to support the child to eat their meal.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The management team along with four part time staff are free to support however on this day support was not immediate as they were currently supporting elsewhere. Management and additional support staff will provide cover in a timely manner and closely monitor busy transitions within the centre.

Supporting documentation submitted

No documentation submitted.

Summary Comment

The registered provider has addressed 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 was securely locked on arrival to the service. A buzzer system is in place to allow access to the service and staff were observed greeting visitors at the door which prevented unauthorised persons accessing the service.
- Coded doors restricted access by unauthorised persons to the care rooms on both floors of the service while ensuring children could not leave the service unsupervised.
- Care rooms were fitted with high handles which prevented children leaving their care rooms without the knowledge of staff.
- The stairway was fitted with a low handrail for use by the children.
- Finger pinch protectors were fitted on doors as needed.
- Restrictor devices were fitted on the windows on the first floor which prevent injury to children from falls.
- Blind cords were secured safely.
- Materials and equipment used by the children were in good condition and free from hazards.
- A risk assessment was available for the outdoor area.

- An allergy list was available in each care room and colour coded placements were used to remind staff of children who have allergies.

Infection Control:

- Pedal operated bins were available in care rooms and sanitary areas for safe disposal of contaminated items.
- Tables were cleaned with antibacterial spray after playtime and before and after dinnertime.
- Soothers were stored in individual boxes which were clearly labelled and stored in their individual cubbies.

Administration of Medication:

- Medication which was required by one child was stored in the child's bag out of reach of the children.

Safe Sleep:

- Safe sleep information was displayed in the care rooms of the service and staff were aware of safe sleep practices. Children were monitored while sleeping at intervals of 10 minutes or less and recorded the breathing, position, and colour of each child at each check.
- Cots and sleep mats were maintained in a good state of repair and cots were fitted with wipeable mattresses.

Fire Safety:

- Fire exits were unobstructed throughout the inspection.
- Attendance records were observed to be brought to the outdoor area which ensured all children could be accounted for in the event of a fire evacuation.

Non-Compliance Information

General Safety:

1. Spray cleaner was observed on the low sink in two care rooms within reach of the children.
2. A phone cord was observed trailing within reach of the children in the room posing a risk of injury.

Infection Control:

3. The nappy changing procedure was observed to be inconsistent within the service and not in line with the service policy for example handwashing of the staff member or the child was not observed during some nappy changes.
4. Plastic tablecloths which were used when the children were eating dinner in Wobbler Zambia and Toddler Serengeti were torn exposing a non-wipeable surface and preventing adequate cleaning.

5. The floor in the nappy changing areas in Wobbler Zambia and Toddler Serengeti were visibly dirty for example a build-up of residue was observed around the safety gate and skirting in Wobbler Zambia while dirt, cotton wool and tissue was observed in Toddler Serengeti. This posed an infection control risk.
6. Paper towels and dispensed hand soap were not available at the low sink in Wobbler Safari to support adequate hand hygiene.

Safe sleep:

7. An ambient temperature was not maintained in care rooms where children were sleeping for example;
 - The temperature in Wobbler Safari room was recorded as 23.4°C at 1:12pm. An immediate action notice was issued to the provided in relation to this non-compliance.
 - The temperature in Toddler Serengeti and Wobbler Zambia rooms were recorded as 21.5°C and 21.4°C respectively at 1:07pm and 1:08pm.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. All staff were refreshed on the importance of storing cleaning materials out of the reach of children. This will be closely monitored by the management team.
2. The maintenance team has replaced the phone cord to a shorter length to prevent risk of injury. Daily checks will be completed using the hazard checklist to ensure no this doesn't reoccur.

Infection Control:

3. All staff were refreshed on the handwashing procedure along with the importance of when to do it for both staff and children and ensuring there are always adequate supplies available at the handwashing sinks. All staff were refreshed on the importance of base room and changing room hygiene to prevent risk of infection and cross contamination. This will be closely monitored by the management team.
4. Damaged tablecloths were discarded of on the day of inspection and new ones were bought to replace them. Daily checks will be completed using the hazard checklist to ensure no this doesn't reoccur.
5. All staff were refreshed on the importance of base room and changing room hygiene to prevent risk of infection and cross contamination. This will be closely monitored by the management team.
6. All staff were refreshed on the importance of base room and changing room hygiene to prevent risk of infection and cross contamination. This will be closely monitored by the management team.

Safe Sleep:

- Fixed air conditioning units have been since fitted to the three upstairs base rooms. Continue to monitor room temps daily and set air con to cool/warm air depending on the temperatures.

Supporting documentation submitted

Documentation in relation to above has been reviewed by the Inspectorate.

Summary Comment

The registered provider has addressed the non-compliance 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

(2)(a)(b) A suitably equipped first aid box was stored safely out of reach of children, readily available and easily accessible if required at any time.

Non-Compliance Information

(1) A review of the roster and conversation with staff showed that a staff member trained in First Aid Response (FAR) is not available to the children at all times during the opening hours of the service for example two staff trained in FAR were present on the day of inspection however they were rostered to finished work at 4pm and 4:30pm meaning there would be no staff trained in FAR available to children between 4:30pm and 6pm. It is acknowledged that staff trained in paediatric first aid would be available on the premises until 6pm.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1) A third member of the management team has completed FAR training and the roster will be reviewed weekly ensuring there is always a FAR trained staff member on duty. The three FAR trained staff will be rostered accordingly ensuring someone is always on the premises.

Supporting documentation submitted

No supporting documentation submitted

Summary Comment

The registered provider has addressed the non-compliance under Regulation 25.

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.
- (2) The record referred to in paragraph (1) shall be open to inspection by-
- (a) a parent or guardian of a pre-school child attending or proposing to attend the pre-school service,
 - (b) an employee, and
 - (c) an authorised person.
- (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 record of monthly fire drills was available in the service. The record showed that the last fire drill took place on 11th April 2023.
- (b) A record detailing the number, type and maintenance record of firefighting equipment and smoke alarms in the premises was available on the premises.
- The record showed that the expiry date of the maintenance certificate for the firefighting equipment was April 2024.
 - The record showed that the smoke alarms were last serviced on 4th April 2023.
- (2) The records above were made available to the inspectors during the inspection.
- (4) A notice of the procedures to be followed in the event of a fire emergency were displayed throughout the service in care rooms and communal areas.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Compliance Information

Supervision of the children throughout the service and in the outdoor area was good on the day of inspection. Care rooms are fitted with low level furniture and equipment which minimises blind spots and allows for children to be supervised primarily by sight. Staff were observed to position themselves appropriately in both the indoor and outdoor areas while supervising the children.

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.

Non-Compliance Information

(c) An ambient temperature of 18-22°C was not maintained in care rooms on the first floor of the service for example the temperature in Wobbler Safari was recorded as 23.6°C at 10.59am while the temperature in Toddler Serengeti was recorded as 23.7°C at 11:56am. The service manager advised that air conditioning for the rooms on the first floor of the building has been approved in recent days.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(c) Fixed air conditioning units have been since added to the base rooms. Continue to monitor room temps daily and set air con to cool/warm air depending on the temperatures.

Supporting documentation submitted

Documentation in relation to above has been reviewed by the Inspectorate.

Summary Comment

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