

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015DY094
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<b>Name of Service:</b>	Hyde & Seek Childcare (Millbourne)
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<b>Address of Service:</b>	1 Millbourne Ave, Drumcondra, Dublin 9
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<b>Eircode:</b>	D09 W284
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<b>Name of Registered Provider:</b>	Siobhan Davy
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	24/10/2023
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<b>No of pre-school children:</b>	AM	19	PM	15
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Floor 7 Brunel Building, Heuston South Quarter, St. John's Road West, Kilmainham, Dublin 8
<b>Inspection undertaken by:</b>	E. Finnegan Hayes & T. Nelson
<b>Title:</b>	Early Years Inspectors

### Authority to Inspect

The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).

<b>Conditions if applicable</b>	Not applicable.
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### Description of service

Hyde and Seek (Millbourne) is a privately operated service located in a residential area in North Dublin. The service is registered to provide care to a maximum of 28 children aged 1-6 years on a full day care basis. The service operates from a two-storey building which has three care rooms; the Toddler room, Wobbler room are on the ground floor along with sanitary accommodation while the Montessori room, Kitchen and office are on the first floor. An enclosed outdoor area is available to the rear of the building.

### Staffing

The registered provider employs eight staff to work in the service including the person in charge and a chef; all of whom were present on the day of inspection. The registered provider does not work in the service but does attend the service as needed to provide support.

### 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.

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 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.*

*(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:*

*(a) the policies, procedures and statements of the service specified in Schedule 5*

### Compliance Information

(1)(a)(b) The service had a designated person in charge and a named person to deputise as required. A review of the roster for the week of the inspection showed that the person in charge or the named deputy is scheduled to be on the premises for the duration of the service opening hours.

(c) The service had a clear management structure and staff were aware of their role and responsibilities for example staff were aware of the line of management within the service and their own daily duties.

(2) Discussion with the registered provider and a review of the roster showed there are currently eight staff employed to work in the service. The files of all staff were reviewed.

(a)(b) Sixteen written and verified references were available in relation to eight staff members.

(c) Garda vetting was available for eight staff members.

(d) Police vetting was available for seven staff members who had lived in a country other than Ireland for a period of more than 6 months.

(4) Evidence was available to show that seven staff 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.

(7)(a) Three policies were displayed on the staff notice board as part of ongoing training for staff. A staff meeting was also observed to be scheduled for the evening on which the inspection occurred; the agenda for which outlined a number of topics which would be discussed.

### 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 there was adequate staff available to the children at all times during the day for example four staff were working directly with 19 children on the morning of inspection. The person in charge was also available to support in rooms as needed.

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

- In the Wobbler room two adults were caring for 4 children aged 1-2 years old.
- In the Toddler room one adult was caring for 5 children aged 2-3 years old.
- In the Montessori room one adult were caring for 10 children aged 2 years 10months - 4 years old.

### 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.

## Non-Compliance Information

(1)(j) Of thirteen administration of medication records reviewed, the signature of the parent/guardian was not present on six records confirming that they were aware that medication had been administered.

(k) Of seventeen accident and incident records reviewed which had been shared with parents through a software application, the signature of the parent was not present on four records while the signature of the early years educator present for the accident was not recorded on one record. This was not in line with service policy or a memo to staff reminding them of the process for obtaining signatures on accident forms which was clearly displayed in the Wobbler room.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

(j) This non-compliance relates to two parents who had not signed a total of 6 records. On any occasion when medicine was administered the signed consent forms were recorded and the notifications of the administrations were shared directly with the two parents as evidenced on the application. Parents have now signed the records. We have updated the medicine policy along with our medicine consent form, parents when completing the medicine consent form will now tick and sign a section to state that they are aware they will be notified of the medicine administration through the electronic application and that they are required to sign the medicine notification through the application before 6pm on the same day. We have assigned a member of the administration team to monitor the medicine forms weekly and to follow up with any parents who have not signed their child's medicine report.

(k) Accident reports have been signed. The service have a new form in place which requires the first aid officer to check weekly that the accident reports have been signed by staff and parents, if a report is not signed the first aid officer will make contact with the staff/parent to sign the report.

### Supporting documentation submitted

Signed reports were reviewed

## Summary Comment

The registered provider has addressed 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

- Drinks were available to the children throughout the morning in individually labelled cups/ beakers in each room.
- Children were free to move around both the indoor and outdoor spaces and engage in a variety of play experiences with little restriction for example a child in the Toddler room was invited to join an art activity but chose not to and was allowed to move around the room freely.
- Staff supported the children to maintain their personal hygiene and appearance for example bibs and aprons were used during meals and messy play to protect the children's clothing, and children were supported to complete self-care tasks such as handwashing and nose wiping.

##### 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.
- All care rooms had low level table and chairs which allowed children to engage comfortably in mealtimes and tabletop activities.
- A range of age-appropriate toys and equipment which were clearly labelled and displayed on low level shelving were available in all care rooms. This allowed children to access them freely and independently.
- Children were observed to access the outdoor area during the day. The outdoor area was fitted with a soft play surface and had a variety of play equipment to support children's gross motor development including; hanging bars, ride on toys, balance bike, tricycles, scooters, and a slide.

### Supporting relationships

- Information was shared with parents using a software application. Staff recorded details about each child including meals, nappy changes, and sleep and shared photos to parents facilitating parental and family engagement in the service.
- Staff were knowledgeable of individual children needs and preferences and were observed to be supportive and playful in their interactions with the children. Staff used low tones and spoke to children calmly.
- A keyworker system was used by the service which supports communication with parents.
- Staff settled children to sleep by darkening the room, playing soft music, and were observed to sit with children and rub their backs where needed.

### Non-Compliance Information

(1)(a) The nappy of one child was not changed in a timely manner on the day of inspection which did not facilitate the child's comfort and posed a risk of the child developing nappy rash. At 9:45am the inspector observed a strong odour on entering the Wobbler room. At 9:50am the manager arrived in the room and advised the staff member to call if they require assistance. The staff member advised that they needed to change a nappy as the child was soiled. The child's nappy was observed to be changed when an additional staff member arrived in the care room having started their shift at 10am.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

(1)(a) The creche manager has been provided with further training to assist the care room in a timely manner when required. When Senior Management was providing the training, the Manager had explained that as Tusla had arrived approx. 15 mins earlier this caused a distraction for her at the time. Re-training has been provided.

#### Supporting documentation submitted

Documentation in relation to above has been reviewed.

### Summary Comment

The registered provider has addressed the non-compliance under Regulation 19.

### Part V - Care of Child in Pre-school Service

#### Regulation 22 – Food and drink

*A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.*

#### Compliance Information

A healthy eating policy was in place in the service. The menu for the day included cereal for breakfast, rice cakes with jam and sliced banana for morning snack, Fish pie for dinner, and milky rice for tea. Food was offered at regular intervals to meet the needs of the children. Some children from the Montessori room who attend the service on a sessional basis were observed to eat food which had been brought from home while the other children had dinner.

#### Non-Compliance Information

A suitable alternative was not provided to children who did not like the fish and sauce provided on the day of inspection. Three children in the Montessori room who refused the fish pie which included mashed potato were offered plain mashed potato as an alternative. Two staff members informed the inspector that children who refuse or cannot eat the protein available due to preferences or dietary requirements are not offered an alternative protein but will receive the available carbohydrate. This is not in line with the service policy which stated that children should have 30-40g of protein or the Nutrition Standard for hot meal provision which states that every hot meal should contain half to 1 serving of vegetables or salad, 1 serving of potatoes, rice or pasta and 1 serving of meat, poultry, fish, eggs, beans or cheese (Food and Nutrition Standards 2023). During feedback the registered provider said that there was an alternative meal available however this was not observed to be provided to the children on the day.

#### Corrective & Preventive Action submitted by the Registered Provider

##### **Corrective and Preventive Action**

As explained by the Manager at the inspection, the 3 children are plain eaters they do not have dietary requirements, the children were offered the fish pie initially and when they did not eat the sauce, fish and vegetables they were given a plain alternative as agreed with their parents.

There was an alternative of tomato chicken and couscous available on the day. Our healthy eating policy and the Food and Nutrition Standards were shared with parents and the children will be encouraged to eat a varied diet.

##### **Supporting documentation submitted**

Documentation in relation to above has been reviewed.

### Summary Comment

The registered provider has addressed the non-compliance under Regulation 22.

### 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 secured on the day of inspection. Entry and exit was monitored and managed by staff. This prevented unauthorised persons entering the building unknown to staff.
- A release button at adult height prevented children from opening the door and leaving the service unsupervised.
- Cleaning products were stored on a high shelves out of reach of the children in all areas of the service.
- Finger pinch protectors were in place where needed to prevent injury to the children.

##### Infection Control:

- Windows were open throughout the day to allow fresh air to circulate in the care rooms.
- Thermostatically controlled warm water, dispensed soap and paper handtowels were available to support adequate handwashing.
- Handwashing was completed frequently throughout the day; before mealtimes and after garden time.
- Individual storage of children's items was available for soothers, bed linen and nappy changing products.

##### Safe Sleep:

- An ambient temperature of 18-22°C was maintained in rooms where children aged over 1 year were sleeping.

##### Fire Safety:

- Staff were aware of the procedure to be followed in the event of a fire emergency and fire exits were accessible throughout the day.

#### Non-Compliance Information

## General Safety:

1. A box of suncreams were stored on a low-level shelf accessible to children in the Toddler room. This presented a potential risk of injury to the children.

## Action submitted by the Registered Provider

### Corrective & Preventive Action

## General Safety:

1. The suncreams in the toddler room have been disposed of. When sunscreen is required again, the cream will be stored on a high-level shelf in the toddler room.

### Supporting documentation submitted

No documentation submitted.

## 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

(1) A review of the roster and First aid Response (FAR) certificates for three staff showed that the registered provider ensured that a person trained in FAR was available to the children during the opening hours of the service.

(2)(a)(b) Adequately stocked first aid boxes were available in all care rooms. These were stored appropriately out of reach of the children but immediately available to the staff if required

## Part VIII - Notifications and Complaints

## Regulation 32 – Complaints

*(1) A registered provider shall ensure that the complaints policy of the service specifies-*

- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,*
- (b) the manner in which such a complaint shall be dealt with, and*
- (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.*

### Compliance Information

(1)(a)(b)(c) The service had a complaints policy. Inspectors requested records of any complaints made and were informed that no complaints had been received in the past two years.