

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY095
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Name of Service:	Hyde & Seek Childcare (Tolka Road)
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Address of Service:	29 ABC Tolka Road, Off Clonliffe Road, Dublin 3, Co. Dublin
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Eircode:	D01 XA37
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Name of Registered Provider:	Siobhan Davy
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Service type:	Full Day, Part Time, Sessional
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Date(s) of Inspection:	15/12/2023
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No of pre-school children:	AM	25	PM	24
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Child and Family Agency, Unit 4&5 Nexus Building Block 6A, Blanchardstown Corporate Park, Dublin 15.
Inspection undertaken by:	E Hosford and C Harte
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

Hyde and Seek Childcare (Tolka Road) is one of four services operated by the registered provider. The service operates from a purpose-built single storey premises. The childcare service provides a full time, part time and a sessional service to children aged from birth to 6 years of age from 8am to 6pm Monday to Friday. The sessional service operates from 11:30am to 2:30pm from the Montessori room. A registered school age service is also provided for children of school going age.

There are four care rooms in the service, a reception area, an administration office, a separate sleep room, a kitchen for the preparation of meals for the children and an outdoor area to the rear of the building.

The four care rooms in use on the day of inspection were:

Baby room (0-1 years), Tiny Tots room (1-2 years), Toddler room (2-3 years) and the Montessori room (3-5 years).

Staffing

The registered provider employs 8 staff within the service to include the designated person in charge, the deputy person in charge, a chef, and 5 childcare staff. The registered provider and designated person in charge facilitated the inspection.

During the inspection there were 6 staff working directly with 25 children aged from 0-5 years of age in the morning and 6 staff caring for 24 children aged between 0-5 years in the afternoon. Staff were also given assistance in the care rooms by the registered provider and the designated person in charge.

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

The unannounced inspection focused on an examination of compliance under The Child Care Act 1991 (Early Years Services) Regulations 2016.

The inspection focused on an examination of compliance under:

Regulation 9 Management and recruitment (2)(a)(b)(c)(d), (4), (7)(a).

Regulation 11 Staffing Levels (1)(2)(8)(a).

Regulation 16 Record in relation to pre-school service (g), (i),(j),(k),

Regulation 19 Health Welfare and Development of Child 1(a).

Regulation 22 Food and Drink.

Regulation 23 Safeguarding Health, Safety and Welfare of child,

Regulation 25 First Aid and

Regulation 32 Complaints.

During the inspection the inspectors assessed care practices in the Baby room, Tiny Tots room and the Montessori room. All the staff files for the staff working in the service were reviewed and the adult child ratios were assessed across the four care rooms during the inspection.

A sampling process was used to assess compliance under Regulation 16 Record in relation to pre-school service (g),(i),(j) and (k), Regulation 19 Health Welfare and Development of Child 1(a) and Regulation 23 Safeguarding Health, Safety and Welfare of child.

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

This inspection was triggered by information received to the Inspectorate.

Acknowledgments

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

Part III – Management and Staff

Regulation 9 – Management and recruitment

(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

(2) During the Inspection, the files of 8 staff members were reviewed, of which 7 staff had commenced employment with the service since the last inspection in January 2023 and 1 staff member had previously worked in another branch of the service.

(a) The following references were from a past employer.

- Two written and validated references were available for 7 staff members.
- One written and validated reference was available for 1 staff member.

(b) The following references were from a source other than a past employer.

- One written and validated reference was available for 1 staff member.

(c) Completed Garda Vetting disclosures were available for 8 staff members.

(d) Police vetting from 4 countries was available in respect of 6 staff members who had lived outside the jurisdiction for longer than six months as an adult.

(4) Evidence available demonstrated that 7 staff members working directly with the 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, Equality, Disability, Integration and Youth Affairs (DCEDIY).

(7)(a) On discussion with staff in the Baby room and the Toddler room and on review of available documentation it was confirmed that they had received induction training relating to topics such as the services policies and procedures to include, the settling in policy, authorisation to collect a child, hand hygiene, nappy changing, health and safety, fire safety information, management of accidents and incidents, medication administration and dealing with complaints.

Ongoing staff training and review of policies was evidenced by the presence of a monthly policy review which for December was 'authorisation to collect a child' which was displayed in the main reception of the service.

Part III – Management and Staff

Regulation 11 - Staffing levels

(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.

(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.

(8) Without prejudice to paragraphs (2) to (7)-

(a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times,

Compliance Information

(1) The registered provider ensured that there were an adequate number of adults working directly with the children attending the service.

On the morning of the inspection there were 6 adults working directly with 25 children aged between 0-5 years and on the afternoon of the inspection there were 6 adults working with 24 children aged from 0-5 years.

(2) The minimum ratio of adults to children was maintained during the inspection as the table below demonstrates.

Room Name	Age profile	Morning	Afternoon
Baby room	0-1 years	2 adults with 3 children	2 adults with 3 children
Tiny Tots room	1-2 years	2 adults with 5 children	2 adults with 8 children
Toddler room	2-3 years	1 adult with 6 children	1 adult with 5 children
Montessori room	3-5 years	1 adult with 8 children	1 adult with 8 children
Total	(0-5 years)	6 adults with 25 children	6 adults with 24 children

(8)(a) On review of the service roster it was observed that two adults were on the premises during the operation of the service.

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:

(g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;

(i) details of staff rosters on a daily basis;

(j) details of any medication administered to a pre-school child attending the service with signed parental consent;

(k) details of any accident, injury or incident involving a pre-school child attending the service.

Compliance Information

(1) During the inspection the following documentation was reviewed.

(g) The service policies on management of complaints, authorisation to collect children and settling in policy.

(i) The service maintained a weekly staff roster to reflect the staff present in the service and their planned breaks.

(j) A sample of 11 administration of medication records were reviewed and were completed in line with regulation.

(k) A record of previous accidents and incidents that occurred within the service since February 2023 were available on an electronic application and were completed in line with regulation.

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 transitions between activities such as mealtimes and getting ready for outdoor play were observed to be calm and relaxed with additional staff available to care for the individual needs of the children. Mealtimes were a sociable occasion with staff sitting with the children while assisting them with eating if required and promoting their independence when needed.
- Nappy changing was carried out when required and at set times.
- Each care room spent time in the outdoor area throughout the inspection with appropriate clothing and footwear provided.

Supporting relationships

- The service used an electronic application to communicate with parents daily and update them on their child's meals, sleeps, activities, and nappy changes.
- Staff reported that prior to each child commencing in the service an individual settling in plan is designed in line with the service policy on settling in and the individual needs of the child. The plan clearly outlines that it is flexible and can change depending on each child and how they adapt to the service. Each parent is provided with a copy of the plan with clear guidance on start dates, times of attendance, who can accompany the child and what equipment and items are required to help the child to settle, such as blankets, drinking cups and soothers. Clear guidance is provided to the parent on the adults authorised to collect their child and the information required by the service such as photographic identification.
- Information for parents was on display on the main door of the service to include the daily menu, monthly newsletter, poster of information on parents reading days, sign up sheet for parents reading days, Christmas concert and Santa visit information and invite to participate.

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

The food prepared and provided by the service was observed to be in keeping with the service healthy eating policy. For morning snack, the children were provided with sliced pieces of apple, pear, and oranges with drinks of water. A hot meal of either pork in sauce, mashed potatoes and vegetables or pasta with a tomato sauce and vegetables was available at lunch time and an afternoon tea of banana bread was provided to the children. At mealtimes staff in the Toddler room and Montessori room offered alternative snacks and meals to the children if they showed signs of reluctance to eat their food. For example, a child in the Montessori room was offered toast and butter as an alternative snack, while a child in the Toddler room was offered the alternative meal of pasta when they showed hesitancy when eating the pork. Water was available at mealtimes and between meals should a child require a drink. On discussion with staff and through observation it was confirmed that children in the Baby room were provided with pre prepared powdered infant formula from home which was stored in the refrigerator in named bottles. Staff advised bottles are given in line with agreed times with parents meeting the child's individual routine.

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 main entrance door to the service is a manual release, monitored and operated by the staff, thus, restricting unauthorised persons from gaining access and preventing children from exiting the service unsupervised. If staff present in the service were not familiar with the parents presenting to collect children, the registered provider or designated person in charge were asked to confirm the identity of the person before opening the main service door.
- A weekly roster reflected the staff present in the service with the registered provider signing in on their arrival to the service.
- Areas within the service such as the administration office and kitchen were inaccessible to the children with adult supervision provided to the children in the Montessori room when moving from their care room to the outdoor area or sanitary facilities. Emergency exits to the front and rear of the service were observed to be unobstructed throughout the inspection.

Infection Control:

- The service was maintained in a clean and hygienic condition throughout, with the premises and equipment observed to be visually clean. Weekly cleaning records for the equipment, bedding and rooms was displayed in the service with individual staff responsibilities for certain areas documented.
- Handwashing facilities for hand hygiene included warm water, liquid soap, and paper towels.
- Soothers used within the service were stored in individually labelled boxes which reduced the potential risk of cross infection.

Safe Sleep:

- The cot room temperature where two children aged under one year slept was 18.9 °C at 10:55am which was within the recommended temperature of 16-20°C.
- All cots had wipeable mattresses and were labelled with numbers which matched a plan displayed indicating which child used each cot.

- On review of the information recorded by staff on the electronic application, staff completed ten-minute sleep checks for two children in the Baby room which included each child's colour, breathing and position.

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) and (b),

Suitably equipped first aid boxes were available and safely stored in an easily accessible and conspicuous position on the premises.

Non-Compliance Information

(1)
One staff member had documentation available to demonstrate that they had in date First Aid Responder certificates, however, the roster demonstrated that the adult was not present in the service from 8-8:30am and 5:30-6pm Monday to Friday, However, it is acknowledged that an additional staff member with FAR certification was on leave and the service have planned training for staff in February 2024. It is also acknowledged that other staff members had in date paediatric first aid certificates.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1) In response to the non-compliance the registered provider has stated that the additional FAR trained person unexpectedly had to take leave, and as a result this reduced the number of trained people available. The staff with FAR was rostered to be in on the day of inspection.

To address the non-compliance the service has scheduled an in house FAR course for 3 days in February. This course can facilitate 8 people and this number will more than fulfil our requirements and allow us to have cover staff available should the need arise. Additional staff trained to allow cover for absent staff who are FAR trained.

Supporting documentation submitted

(1) Documentary evidence of planned FAR training in February 2024.

Summary Comment

The registered provider has addressed the non-compliance as identified.

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.
- (2) A registered provider shall ensure that-
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
 - (b) the complaint is duly dealt with in accordance with the provider's complaints policy.
- (3) A record in writing referred to in paragraph (2)(a) shall-
- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and
 - (b) be open to inspection on the premises by an authorised person.

Compliance Information

(1) (a), (b) and (c).

Documentation was available for inspection to demonstrate that the service complaints policy specified the required information as outlined in Regulation 32, Part VIII Notifications and Complaints section (1),(a),(b) and (c).

(2)(a) and (b)

A written complaints log was available to demonstrate that the service kept a record of any verbal or written complaint made to the provider and that it was dealt with in accordance with the service policy, which stated a complaints procedure and process to be followed by staff.

(3)(a) and (b),

Documentation relating to nine complaints made to the service were available for inspection and included the following:

- nature of the complaint,
- Action taken by the service to address the complaint,
- Follow up with complainant,
- and the agreed outcome.