

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY102		
Name of Service:	Kidz First		
Address of Service:	Kilbarrack Shopping Centre, Kilbarrack, Dublin 5,		
Eircode:	DO5 X991		
Name of Registered Provider:	Rachel Crilly		
Service type:	Full Day		
Date of Inspection:	27/01/2025		
No of pre-school children:	AM	24	PM 16
Address of the Early Years Inspectorate:	Early Years Inspectorate 2 nd Floor, Unit 4/5, The Nexus Building Blanchardstown Corporate Park, Ballycoolin Dublin 15 D15 CF9K		
Inspection undertaken by:	E Hosford and Á Dunne		
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.		

Description of service

Kidz First is a private operated service located in a residential area in North Dublin. The service offers full time and part time care to children aged from 1-6years Monday to Friday from 8am to 2pm. The service is comprised of an office, kitchen, staff room and three care rooms namely the Baby room catering for children aged 1-2 years, the Playschool room catering for children aged 1 to 3 years and the Montessori room catering to children aged 2-4 years. An enclosed outdoor area is located to the side of the service. On the day of inspection, the Baby room was closed.

Staffing

The registered provider employs six staff members to work directly with the children in the service. The registered provider also works in the service. On the day of inspection, the registered provider and six staff members were present and working directly with the children.

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/ safety/ premises and facilities. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under:

- Regulation 9(1)(2)(a)(b)(c)(d)(4)(7)(a) Management and Recruitment

- Regulation 11(1)(2)(8)(a), Staffing Levels
- Regulation 16(1)(h)(i)(k) Records in relation to Pre School Service
- Regulation 19(1)(a)(b)(3) Health, Welfare and Development of the Child
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child and
- Regulation 32 Complaints.

A sampling process was used to assess compliance under Regulation 16(k) Records in relation to Pre School-Service. The scope of the inspection included Playschool room and Montessori room.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

Additional Information

The inspection was triggered by information received by the Inspectorate.

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 who could deputise in their absence. A review of the roster showed that the named person in charge or the deputy is rostered to be on the premises at all times during the opening hours of the service.

(c) A clear management structure was evident in the service and staff were aware of their roles and responsibilities.

(2) The files of all seven adults were reviewed during the inspection.

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

- Two validated written references for two staff members.
- One validated written reference for three staff members.

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

- Two written references for the registered provider.
- Two validated written references for one staff member.
- One validated written reference for three staff members.

(c) Garda vetting disclosures were available for seven adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) International police vetting was available from one country in respect of one staff member who had resided outside of the jurisdiction for more than 6 months as an adult.

(4) Evidence was available to show that seven adults held at least a major award in Early childhood Care and Education at Level 5 on the National Qualifications Framework.

(7)(c) Documentation was available to demonstrate that on commencement of employment within the service during the induction process, each staff member had signed a statement to confirm they were aware of the service policies and procedures within the service and every two years after that.

Non-Compliance Information

(7)(c) No written documentation and records of staff's ongoing supervision, information provision and training engagements were maintained or available for inspection. It is acknowledged that through discussion with the

registered provider and staff, there were procedures in place to ensure staff were appropriately supervised and provided with the required information and training regarding the service policies and procedures on a regular informal basis.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(7)(c) In response to the non-compliance the service has stated that formal meetings with staff have since been held to go through a couple of policies that we felt needed to be discussed, we also checked in with staff on how they feel in their job roles and if they needed any resources equipment, etc.

We have documented the meetings and will continue to document in the future.

Supporting documentation submitted

(7)(c) Photographs of documented evidence of meetings.

Summary Comment

The non-compliance in relation to Regulation 9 has been addressed by 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 an adequate number of adults were working directly with the children on the day of inspection.

(2) The registered provider ensured that ratios within the service were maintained on the day of inspection. There were 5 adults working with 24 children in the morning and 16 children in the afternoon.

(8)(a) On discussion with staff and on review of the staff roster it was confirmed and evidenced that two staff were present on the premises at all times.

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:

- (h) details of attendance by each pre-school child on a daily basis;
- (i) details of staff rosters on a daily basis;
- (k) details of any accident, injury or incident involving a pre-school child attending the service.

Compliance Information

(1)

- (h) The service maintained daily attendance records for the children in all care rooms.
- (i) A staff roster which detailed the staff present in the service on the day was available for review.

Non-Compliance Information

(k) A sample of 13 accident and incident records were reviewed and were observed to not have the following information recorded.

- Two forms did not include the date of the accident/ incident and the date the form was completed.
- Three forms did not include the date the parent signed the form to confirm they were made aware of the accident/incident.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(k) Following the inspection the service has stated that discussions were held with staff in a meeting and the importance of filling out accident/incidents forms thoroughly.

To prevent dates and parents' names not been signed. We suggested that staff members who are filling out accident/incident forms should get them double checked over by another member.

Supporting documentation submitted

(k) Photo of documented evidence discussed.

Summary Comment

The non-compliance in relation to Regulation 16 has been addressed by the service.

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

(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

Compliance Information

(1)(a) Each child's learning, development and well-being was facilitated as evidenced by the following:

- The service provided the children with a morning snack of crackers and fruit and an afternoon meal of chicken, potatoes and vegetables. Children that attended from 9-12pm ate a snack from home during the session. Additional food was available at mealtimes with children's individual preferences being accommodated and facilitated with engagement with parents. Water was available throughout the day and was accessible to the children. Mealtimes were observed to be sociable occasions with extra food being offered if children requested it.
- Staff demonstrated a good awareness of the needs of each child in their care. Staff interacted warmly with the children throughout the inspection and were observed to use gentle tones and praise when promoting positive behaviour. The adults provided children with comfort when they became upset, holding them and speaking to them in soft tones.
- Staff were observed supporting the children's learning, sitting and engaging with the children and using prompts to extend play experiences. The children appeared happy and content throughout the inspection.
- Children all accessed the toilet independently during the inspection and staff supported younger children where required.
- Information on the child's day such as food, activities and other relevant information was communicated to parents verbally at collection.
- The Playschool and Montessori rooms were bright and inviting spaces that were well laid out with materials and equipment stored on low accessible shelving. The children were supported in their play with the opportunity to explore their environment and develop their skills of sharing and taking turns with their friends. The rooms had areas of interest such as home area, construction space, tabletop and rest area supplied with supporting equipment to support and encourage the children to explore and expand on their individual interests.
- The outdoor area was surfaced with a poured material with equipment available to include cars, scooters, ride on horses, climbing frames and balance beams. The children had the freedom to explore the area while being supported by the adults.

(b) Care practices were observed, as evidenced by the following:

- Routines were displayed in the rooms which were observed to be reflective of the practice in the rooms on the day of inspection. For example, practices around mealtimes and activities were observed to be timely and supportive. Policies in relation to behaviour management and infection control were reflective of inspector's observations during the inspection.

- Activities provided to the children in the rooms were suitable to the age and stage of development of the children. For example, tabletop activities and access to outdoor play.
- Transitions were observed to be timely and calm with staff giving the children clear instructions of handwashing before lunch and sitting at the table.

(3) Care practices were observed, as evidenced by the following:

- No practices were observed to be degrading, disrespectful or harmful. The staff members demonstrated sensitivity and responsiveness to each child's individual needs, likes and preferences, and frequently initiated conversations with the children, responded meaningfully to their verbal and non-verbal cues and provided regular praise and encouragement using a gentle tone of voice.

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 to the service was secured on arrival. Staff were observed to supervise access to the service to prevent unauthorised persons accessing the service.
- Internal doors were adequately secured to prevent the children leaving the care rooms unsupervised.
- The service ensured that tall equipment and wires and cords within the care rooms, were secured to reduce the potential risk of injuring a child.
- Toys and equipment used by the children was observed to be well maintained and free of hazards.
- Cleaning products were stored out of reach of the children.
- Staff maintained the arrival and departure time of the children to the service to ensure their safe evacuation in the event of an emergency.

Infection Control:

- The sanitary facilities were equipped with liquid soap, paper towels and pedal operated lidded bins. Children were supported to wash their hands before meals, after outdoor play and using the toilet.

- Windows were open throughout the day to allow fresh air to circulate in the care rooms.
- The care rooms and sanitary facilities were observed to be clean with cleaning schedules available for each area.

Non-Compliance Information

General Safety:

1. The temperature of the water in the sanitary facilities off the Playschool room were recorded as 45.8 °C in wash hand basin 1 and 46.2°C in wash hand basin 2 at 11.03am, this exceeded the recommended temperature of 43 °C and increased the potential risk of scalding a child.

Infection Control:

2. In the Montessori room warm water for effective handwashing was not available in the sanitary facilities. As follows.
 - A warm water tap was not in operation and as result the children used the cold tap for handwashing.
 - The temperature of the water at another sink was cold and therefore not conducive to effective hand hygiene.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. Following the inspection maintenance was completed and the temperature of the water has been regulated in the playschool room in wash hand basin1 and basin 2 to the recommended temperature of 43 °C. The staff will maintain regular checks to ensure that the temperature remains below 43 °C.

Infection Control:

2. Following the inspection maintenance was completed and the temperature of the water has been regulated in the Montessori room to the recommended temperature of 43 °C. The staff will maintain regular checks to ensure that the temperature remains below 43 °C.

Supporting documentation submitted

General Safety:

1. Invoice for maintenance completed in the service.

Infection Control:

2. Invoice for maintenance completed in the service.

Summary Comment

The non-compliances in relation to Regulation 23 have been addressed by the service

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)(c) The registered provider had a complaints policy.

(2)(a)(b) Following discussion with the registered provider and following a review of documentation available, the inspector observed that complaints were dealt with as per the service policy.

(3)(a)(b) A complete record in writing was maintained of the nature of the complaint and the way the complaint was dealt with. Records reviewed demonstrated that complaints made had been closed out following an investigation and the outcome shared with the complainant.

The complaints policy reviewed by inspectors outlined that a register of complaints will be maintained for two years.

Early Years Inspectorate Regulatory Report Pre School