

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY205			
Name of Service:	Suantraí Creche			
Address of Service:	62/63 Eccles Street, Dublin 7, Co. Dublin			
Eircode:	D07 YH5R			
Name of Registered Provider:	Suzanne Dempsey			
Service type:	Full Day			
Date(s) of Inspection:	16/08/2023			
No of pre-school children:	AM	32	PM	32
Address of the Early Years Inspectorate:	2 nd Floor, unit 4/5 The Nexus Building, Blanchardstown Corporate Park Ballycoolin, Dublin 15			
Inspection undertaken by:	C.Harte and T.Nelson			
Title:	Early Years Inspectors			

Authority to Inspect

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

Conditions if applicable	Not applicable.
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Description of service

Suantraí Creche is a full daycare service located in the basement of two adjoining houses on Eccles St on the north side of Dublin city centre. The service offers early childhood care and education to the children of parents/guardians who work in the Mater Hospital between the hours of 7:15 to 17:30. The service caters to an age range of 0 to 6 years catering to a maximum of 42 children and participates in the Early Childhood Care & Education (ECCE) scheme. There are four care rooms within the service. Baby Room 1 (0 to 18 months), Baby Room 2 (18 months to 3 years), Playgroup Room (2 to 3 years) and the ECCE Room (2 years 8 months to 5 years). Cot rooms and nappy changing facilities are located off both Baby Room 1 and 2. Sanitary facilities are located off the ECCE and Playgroup Room. The service has a kitchen located off the ECCE room.

There is a large enclosed outdoor play area at the back of the premises. There is a smaller fully sheltered enclosed play area located at the back of Baby Room 2 and the Playgroup Room.

Staffing

There were 10 staff and 1 unpaid worker present on the day of inspection including the person in charge and supervisor who was working in the kitchen for the morning. All staff on the day were observed working directly with the children. 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 the area of governance/ health, welfare and development of child/ safety. The inspections may also focus on other areas as required.

A sampling process was used to assess compliance under Regulation 9 Management and recruitment, Regulation 16 Records in relation to a pre-school service.

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

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

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

Additional Information

An Immediate Action Notice was issued to the registered provider on August 16th 2023 in relation to regulation 23, Safety issues. A response which addressed this was received on the 17th August 2023.

Acknowledgments

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

Part III – Management and Staff

Regulation 9 – Management and recruitment

(1) A registered provider shall ensure that-

- (a) the service has a designated person in charge and a named person who is able to deputise as required,
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and

(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,
- (b) consideration of references from reputable sources in the case of a person who has no past employers,
- (c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and
- (d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.

(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) The service had a designated person in charge and named person to deputise as required throughout the inspection.

(b) The deputy person in charge was present when the inspectors arrived at the service at 9:51am. The person in charge arrived at the service from the office based in a separate building at 10:00am. Both were present for the duration of the inspection.

The files of two staff who were new to the service since the last inspection held 1st December 2022 were reviewed.

The file of one unpaid worker who was present on the day of inspection was also reviewed.

(2)

- (a) Five validated references were available from past employers.
- (b) One validated reference was available from a reputable source.
- (c) Completed garda vetting was available for two staff and one unpaid worker.
- (d) One adult who lived outside of state for period of six months or more as an adult had international police vetting from that state available.

(3) There was documentary evidence in place that the checks were carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(4) The two staff reviewed whom worked 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.

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) On the day of inspection there was an adequate number of staff working with the children.

(2) The correct adult/child ratio was maintained in the service throughout the inspection. Eight staff were working with 32 children present on the day of inspection with a breakdown as follows:

- Baby Room 1: there were 2 staff providing care to 3 children ranging in age from 11 months to 14 months.
- Baby Room 2: there were 2 staff providing care to 8 children ranging in age from 2 to 3 years.
- Playgroup Room: there were 2 staff providing care to 7 children ranging in age from 2 years to 2 years 10 months.
- ECCE Room: there were 2 staff providing care to 14 children ranging in age from 3 years to 5 years.

(8)(a) The registered provider ensured there was a minimum of two adults on the premises throughout the inspection. This was verified by staff roster maintained at 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:

(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;

Compliance Information

(i) There was a staff roster available which was reflective of staff present on the day of inspection.

Non-Compliance Information

(j) The registered provider did not ensure a full record was maintained consistently for the administration of medication with signed parental consent. Two of nine records reviewed did not have a parent's signature acknowledging the child had received medication.

This was identified as a noncompliance on the last inspection dated 1st December 2022. The corrective action submitted following this inspection failed to prevent recurrence of this noncompliance.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The service stated they will no longer use application software. Paper records will be made available in all rooms. Manager checks will be carried out weekly to ensure records are maintained correctly.

Supporting documentation submitted

No evidence submitted.

Summary Comment

The non-compliance identified under regulation 16 has been addressed.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare and development of child

(1) A registered provider shall, in providing a pre-school service, ensure that-

(a) each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child.

Compliance Information

(1)(a) The following observations are examples on how each child's learning, development and well-being was observed being facilitated during the inspection:

Basic Needs:

- Staff demonstrated a kind and caring approach through their interactions with the children. The rooms had a relaxed atmosphere and allowed for movement and choice in play.
- Children were respectfully supported to use the toilet encouraging their independence.
- Children were invited to nappy changing facilities for changing demonstrating a respect and dignity towards the child during their care.
- A small step was provided to the children in Baby Room 2 for handwashing after time in the outdoor play area. This encouraged independence for the children while educating them about hand hygiene.
- Children were encouraged to feed themselves during mealtimes in both Baby Room 1 and 2.
- A garden roster was in place ensuring time outdoors for all children.
- Staff were responsive to the needs of children, for example a child who got sand in their eyes was assisted immediately by staff.

Supporting Relationships around Children:

- Staff were observed supporting the children manage conflict with clear guidance and appropriate language. For example, "We won't fight, we use gentle hands".
- A child was observed to become upset in the outdoor area. Staff explained they believed it was due to noise. The child was comforted and encouraged to play. Following reassurance from staff the child was observed growing in confidence and partaking in game.
- Staff supervised the children and intervened when necessary, allowing for child led activity and freedom in their play and exploration.

- During nappy changing staff were observed to actively talk and respond to the child throughout the practice. Continued conversation and interaction support language development.

The Physical and Material Learning Environment:

- Activities were observed supporting movement and sensory development. For example, in the outdoor area a bubble-wrap activity and large sand box with a selection of props were available providing opportunity for sensory experiences.
- A selection of push and pull toys, a slide and tree house structure in the outdoors provided for fundamental gross motor body movements.
- Early mathematics and literacy were supported for the children in Baby Room 2 with the use of stories, songs and flashcards.
- Images of women's football team were on display in the ECCE room. This encouraged discussion and positive gender roles.

Programme of Activities:

- Staff engaged in imaginary games with children using natural open-ended resource (leaves) to enhance the game.
- Play was observed in individual situations, large and small groups. This facilitated growing interests and social development for the children.
- Resources for creativity and mark making were readily available.

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:

- On arrival at the service the main door to the premises was secure and monitored by staff with a buzzer system. This prevented children from exiting the service without supervision or unauthorised persons entering the service.
- Available toys were clean and in good condition.
- Cleaning agents within care rooms were observed to be safely stored out of reach of children.
- Medication in Baby Room 1 and 2 was safely stored out of reach of children.
- The stairway to the outdoor play area was observed to be clear with no trip hazards and had a low handrail available to assist the children and reduce the risk of falling.

Infection Control:

- Children were encouraged and assisted to wash their hands when returning indoors from the outdoor play area.
- Liquid soap and disposable hand towels were readily available at the hand washing basins used by both staff and children.
- Individual bedding was available and suitably stored in Playgroup Room.
- Soothers were stored in individual lidded containers in the Playgroup Room.

Safe Sleep:

- Physical ten-minute sleep checks were completed and recorded detailing the colour, breathing and position of sleeping children.
- Lighting in sleep rooms was at a subdued level but still allowed staff to carry out visual checks.
- The sleep rooms remained quite supporting rest for the children.

Fire Safety:

- Emergency exits were observed to be unobstructed.

Non-Compliance Information

General Safety:

1. The water temperature in Baby Room 2 nappy changing facility room exceeded the recommended temperature of 43°C and was recorded at 50.2°C at 10:38am. This poses a risk of scalding.
An Immediate Action notice was issued to the provider on the day of the inspection with regards to this non-compliance.
2. At arrival to the service and throughout the day the kitchen door was wedged open allowing potential access for children. Pizza was cooking in the oven at 10:00am. This posed a burn risk to children.
3. A snapped internal blind cord was not secured to the wall and was accessible to children in Baby Room 1. This posed a risk of injury to the children.
4. An unravelled hose accessible to children was observed near the outdoor play area gate. This posed a trip and injury risk.

Infection Control:

5. Consistent appropriate hygiene procedures were not observed to be carried out during nappy changing practices. For example
 - Childrens hands were not washed after nappy changing. This is not in line with the service policy.
 - Staff were observed carrying a soiled nappy by hand to an outside bin for disposal and then returning to the garden without hand washing.
 - A staff member was observed to apply cream and a new nappy while continuing to wear the same gloves worn for changing the soiled nappy.
This is not in line best practice hygiene measures and increases the risk of cross contamination.
6. Storage press located in the children's toilet off Playgroup Room had a damaged and torn plastic surface covering. This does not allow for appropriate cleaning and increases the risk of infection.
7. Stagnant water accessible to children was observed in an open drain near the outdoor play space gate. This increases the risk of infection.

Administration of Medication:

8. The administration of medication was not sufficient to support effective safe practice. There was no care plan available for a child who required a specific type of medication and staff were not aware of the practice around the administration of the medication.

Safe Sleep:

9. The temperature of the sleep rooms exceeded the recommended temperature of 16-20 °C while children were sleeping. This is not in line with current safe sleep policy and practice on the day of inspection.

The inspectors recorded the following temperatures on the day of inspection:

Room	Time	Temperature
Baby Room 1 cot room	11:15	22°C
Baby Room 1 cot room	11:38	21°C
Baby Room 2 adjoining cot room	11:21	21.9°C
Baby Room 2 back cot room	13:04	21°C
Playgroup Room During sleep	13.24	21.8°C

It is acknowledged that staff took measures to address high temperatures by opening windows and doors.

Fire Safety:

10. A child who transitioned from Playgroup Room to ECCE Room was not recorded in attendance. This poses a risk of not accounting for all children in the event of an evacuation.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The registered provider stated all items have been removed from the boiler press to prevent interference with temperature dial. This is listed on the managers check list and will be frequently checked throughout the day.
2. All staff have been informed of the responsibility to keep kitchen door securely closed.
3. A replacement blind has been fitted.
4. All staff have been informed of the responsibility to safely store hose. The storage of the hose has been added to the manager garden check form.

Infection Control:

5. The registered provider stated that all staff have been reminded of infection control policy. Procedures have been updated to ensure no repeat of action of cross contamination. All staff have received training in nappy changing procedures.
6. A new door has been fitted to the storage press in the children's toilet off playgroup room.
7. Maintenance staff have addressed the stagnant water issue.

Administration of Medication:

- All staff have been reminded of the policies regarding medication. Management will assess if any medication received requires a care plan.

Safe Sleep:

- On the day of inspection staff opened doors and turned on fans to address the situation. Staff will now open windows early in the day before sleep time to cool room. Children will be dressed appropriately for sleep depending on temperatures.

Fire Safety:

- Hourly attendance checks will be completed to ensure all children are accounted for.

Supporting documentation submitted

General Safety:

A copy of the managers daily check sheet was received.

A copy of the daily risk check was received.

A photo of the new blind fitted was received.

Infection Control:

A photo of the new press door in the bathroom was received.

A photo of the cleared drain was received.

Administration of Medication:

No evidence submitted.

Safe Sleep:

No evidence submitted.

Fire Safety:

No evidence submitted.

Summary Comment

The non-compliances identified under Regulation 23 have been addressed.