

# TUSLA REGULATORY INSPECTION REPORT



**TUSLA Identifier:** TU2015DY233

**Name of Service:** Westwood Childcare

**Address of Service:** Westwood Club,  
Clontarf Road,  
Dublin 3.

**Email Address:** niamh.maher@westwood.ie

**Name of Registered Service Provider:** Karen Polley

**Type of Service Registered:** Full Day Care

**Date of Inspection:** 0 4 0 2 2 0 2 2

**No of Pre-School Children present during Inspection:** AM 82 PM 78

**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 A Dunne  
**Title:** Early Years Inspectors

## Areas which were the subject of this Inspection

Governance	Health Welfare and Development of Child	Safety
------------	---	--------

## 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.



# TUSLA REGULATORY INSPECTION REPORT

<b>Description of Service</b>	Westwood Childcare is a private service located in an urban area on the north side of Dublin city. The service provides full day care services to children aged from 2 months to 5 years and operates from 7:30am to 6:30pm Monday to Friday. The service participates in the Early Childhood Care and Education (ECCE) scheme.
<b>Premises</b>	This purpose-built service occupies two floors in a sport and leisure facility and has seven care rooms, namely, the Baby room, Wobbler room, Toddler room, Little Stars, Crèche room, Bright Stars Junior, and Bright Stars Senior. Two separate sleep rooms with a total of 28 cots are available on the ground floor and the first floor. An outdoor area to the side of the building and an indoor play area on the ground floor are available to the children.
<b>Staffing</b>	The service employs a total of 37 staff to include the registered provider, designated person in charge, deputy designated person in charge and 34 childcare staff. The registered provider does not work within the service and the designated person in charge and the deputy are not assigned to a care room but were available to assist when required.
<b>Methodology</b>	<p>Tusla's Early Years Inspectorate (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.</p> <p>The findings on inspection are based on.</p> <ul style="list-style-type: none"> <li>• Information obtained through examination of documentation</li> <li>• Direct observation</li> <li>• Discussion with relevant staff</li> </ul> <p>This inspection was unannounced and focused on areas of Governance, Health, Welfare and Development of Child and Safety. Inspections may also focus on other areas as required.</p> <p>The inspection process has been amended to minimise the amount of time that inspectors spend in the service. A sampling process was used to assess compliance under regulation 19 health welfare and development of child and regulation 23 Safeguarding health, safety and welfare of child. As a result, the scope of the inspection included the Baby room, Wobbler room, Toddler room, Little Stars and Crèche room and did not include the Bright Stars Junior and Bright Stars Senior rooms.</p> <p>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.</p>
<b>Additional Information</b>	This inspection was triggered following the receipt of a notification of incident from the service and information received by the Feedback and Concerns team.
<b>Acknowledgements</b>	The Inspectors wish to acknowledge the cooperation of the deputy Person in Charge, staff and children who were present on the day of the inspection.

## GOVERNANCE

### 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.
- (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.
- (6) Paragraph (4) shall not apply before 1 September 2021 to a person who—
- (a) has signed a declaration on or before 30 June 2016 to the effect that he or she intends to retire from employment in a pre-school service before 1 September 2021, and
  - (b) is in possession of a letter from the Minister confirming that paragraph (4) shall not apply to him or her before that date
- (6A is inserted by S.I. No.632 of 2016 CHILD CARE ACT 1991 (EARLY YEARS SERVICES) (AMENDMENT) REGULATIONS 2016 which states; Regulation 9 of the Child Care Act 1991 (Early Years Services) Regulations (S.I. No. 221 of 2016) is amended - in paragraph (4), by the substitution of "paragraphs (5), (6) and (6A)" for "paragraphs (5) and (6)", and (b) by the insertion of the following paragraph after paragraph (6): "
- (6A) Paragraph (4) shall not apply to an employee of a registered provider where - (a) the registered provider receives funding for the employment of the employee pursuant to a scheme funded by the Minister and known as the Access and Inclusion Model, and (b) the employment of the employee is for the purpose of providing support, pursuant to the scheme referred to in subparagraph (a), for a child attending the service to enable the child to participate in the programme known as the Early Childhood Care and Education (ECCE) funding Programme."
- (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;
  - (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and
  - (c) these Regulations.

## Part III - Management and Staff

### Regulation 9 - Management and Recruitment

Compliance Information:

- (1)(a) The service had a designated person in charge and a named person to deputise as required.
- (b) The deputy designated person in charge was on the premises when the inspectors arrived unannounced and was present for the duration of the inspection.
- (2) A sampling process was used to assess compliance under Regulation 9 Management and recruitment, as a result the files of eight new staff employed since the last inspection were reviewed.
- (a) The following references were from a past employer.
- Two validated written references for five members of staff employed.
  - One validated written reference for three members of staff.
- (b) The following references were from a source other than a past employer.
- One validated written reference for three staff members.
- (2)(c) Garda Vetting disclosures were available for eight staff members.
- (d) International police vetting was available from five countries in respect of five staff members who had resided outside of the jurisdiction for more than 6 months as an adult.
- (4) Eight staff members employed within the service had evidence to confirm they held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications.
- (6)(a)&(b) No staff member had signed a declaration before the 30<sup>th</sup> of June 2016, to the effect that they intend to retire from employment, in a pre-school service before the 1<sup>st</sup> of September 2021.
- (6)(A) One staff member was employed under the scheme known as the Access and Inclusion Model.
- (7)(a) Documentary evidence available demonstrated that all staff members had received training on the revised policies and procedures of the service prior to commencing work. The revised policies and procedures included infection control, cleaning of care rooms and play materials, signs and symptoms of ill health and the drop off and collection procedure.

## Part III - Management and Staff

### Regulation 9 - Management and Recruitment

Non-Compliance Information:	(2)(d) International police vetting was not available from two countries in respect of one staff member who had resided outside of the jurisdiction for more than 6 months as an adult.
Corrective & Preventive Action submitted by the Registered Provider	<p><b>Corrective action</b> (2)(d) Staff member applied for vetting from the two countries they resided in outside of the jurisdiction.</p> <p><b>Preventive action</b> (2)(d) All staff who have lived outside Ireland for 6 months or more will have vetting from the country they resided in, regardless of how far back it was, prior to starting at West Wood Childcare.</p> <p><b>Evidence submitted</b> (2)(d) No evidence submitted.</p>
Summary Comment:	<p>Further representations submitted by the registered provider on the 2 March 2022 stated that the staff member involved would be finishing up their employment on Friday 4 March 2022.</p> <p>The corrective and preventive actions implemented by the registered provider has addressed the non-compliance identified under Regulation 9 (2)(d).</p>

## Part III - Management and Staff

### Regulation 10 - Policies, Procedures etc. of Pre-school service

*A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.*

Compliance Information:	<p>The service had written policies available for inspection to include supervision, complaints, accident and incidents, infection control and safe sleep.</p> <p>On discussion with staff and on review of the documentation available it was evidenced that all staff received training and updating on the service policies.</p>
-------------------------	---

## 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

<p>Compliance Information:</p>	<p>(2) The correct adult/child ratio was maintained in the following rooms at the following times:</p> <p><b>Baby room</b></p> <ul style="list-style-type: none"> <li>At 10am there were 2 staff caring for 4 children aged 7 months to 1 year.</li> <li>At 2pm there were 2 staff caring for 4 children aged 7 months to 1 year.</li> </ul> <p><b>Wobbler room</b></p> <ul style="list-style-type: none"> <li>At 10am there were 5 staff caring for 6 children aged 1-2 years.</li> <li>At 2pm there were 3 staff caring for 6 children aged 1-2 years.</li> </ul> <p><b>Toddler room</b></p> <ul style="list-style-type: none"> <li>At 9:50am there were 3 staff caring for 11 children aged 1-2 years.</li> <li>At 2pm there were 3 staff caring for 11 children aged 1-2 years.</li> </ul> <p><b>Little Stars room</b></p> <ul style="list-style-type: none"> <li>At 9:50am there were 3 staff caring for 10 children aged 1-3 years.</li> <li>At 2pm there were 3 staff caring for 10 children aged 1-3 years.</li> </ul> <p><b>Crèche room</b></p> <ul style="list-style-type: none"> <li>At 10am there were 3 staff caring for 15 children aged 2-3 years.</li> <li>At 2pm there were 3 staff caring for 14 children aged 2-3 years.</li> </ul> <p><b>Bright Stars Junior</b></p> <ul style="list-style-type: none"> <li>At 10am there were 5 staff caring for 17 children aged 2-3 years.</li> <li>At 2pm there were 3 staff caring for 7 children aged 2-3 years.</li> </ul> <p><b>Bright Stars Senior</b></p> <ul style="list-style-type: none"> <li>At 10am there were 3 staff caring for 19 children aged 3-5 years.</li> <li>At 2pm there were 3 staff caring for 17 children aged 3-5 years.</li> </ul> <p>(8)(a) A weekly staff roster available demonstrated that two adults were always present on the premises.</p>
<p>Non-Compliance Information:</p>	<p>(1) The correct adult/child ratio was not maintained in the service throughout the inspection at all times. In the Bright Stars Junior room between 2-3pm, 9 children aged between 2 to 3 years of age, were being supervised by 1 adult during a Tennis Lesson. Two adults were required for the number of children within this age group.</p>

## Part III - Management and Staff

### Regulation 11 - Staffing Levels

<p>Corrective &amp; Preventive Action submitted by the Registered Provider</p>	<p><b>Corrective action</b>                      (1) Tennis time for Bright stars juniors has been changed to 1pm going forward to ensure a ratio of 1 childcare practitioner to 8 children is maintained. All staff and management have been informed that coaches are not included in the ratio, and this will be always adhered to.</p> <p><b>Preventive action</b>                      (1) There are 10 children from bright stars juniors who now attend tennis so there will be 2 adults present for the duration of the 1hr lesson.</p> <p><b>Evidence submitted</b>                      (1) Documentary evidence of a staff meeting held on the 16 February 2022.</p>
<p>Summary Comment</p>	<p>The inspector reviewed the corrective actions and evidence provided after the inspection. The registered provider demonstrated that the non-compliance identified under Regulation 11 has been resolved.</p>

## HEALTH WELFARE & DEVELOPMENT OF CHILD

### 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*

*(4) A registered provider shall ensure that a pre-school child shall not be—*

*(c) recorded, While attending the pre-school service other than in accordance with the terms of the consent of a parent or guardian given in the form specified in the service 's policy on the use of the internet and photographic and recording devices.*

<p>Compliance Information:</p>	<p>(1)(a)</p> <p><b>Basic Needs:</b></p> <ul style="list-style-type: none"> <li>• Parents could provide all the food eaten by the children at mealtimes or avail of a main meal from a private food catering company. The food eaten by the children on the day of inspection was observed to be in keeping with the service's healthy eating policy and consisted of rice, potatoes, pasta, chicken, sandwiches, cheese, fruit, and yogurt. Water was the drink of choice and was available throughout the day and accessible to the children should they become thirsty. Readymade infant formula was supplied by the parents of the children in the Baby room and was re heated in a bottle warmer when required.</li> <li>• During the inspection it was observed that children in the Baby, Wobbler, Toddler, Little Stars and Creche rooms were facilitated to sleep and eat in</li> </ul>
--------------------------------	--

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

### Regulation 19 - Health, Welfare and Development of Child

accordance with their individual care needs and in line with the routine established at home.

- In the Baby, Wobbler Toddler, Little Stars and Creche rooms the children had the space and opportunity to explore the care rooms while developing their crawling and walking skills. Staff were observed engaging with the children and were familiar with their individual personalities and preferences.

#### Supporting Relationships:

- Staff in the care rooms maintained daily contact and communication with parents at drop off, collection and via an electronic application. The electronic application was updated regularly to reflect each child's meals, sleeping, play activities and development.
- Staff were familiar with the children in their care and facilitated their preferences and choices by providing activities and games suitable to their age and stage of development.
- Each care room had a designated room leader whom staff could identify and alert in the event of a concern or incident. The room leader in the Wobbler room was observed requesting assistance from additional staff when the children woke from their sleep and required attention and comfort. Staff were familiar with the service policy on accidents and incidents and the procedures to follow in the event of an incident occurring. Following a recent incident within the service the designated person in charge engaged with the parents of the child and ensured that regular contact and communication was maintained as per the service policy on accidents and incidents. Documentary evidence was maintained of the meetings, phone calls and emails that took place within the service following the incident and a risk assessment was completed. The service policy and procedures followed were available for inspection.

#### Physical and Material Environment:

- The care rooms were laid out in a variety of interest areas appropriate to the age and developmental stage of the children attending. Areas observed included home area with pots, pans, dishes and plates, construction areas with cars, trucks, blocks and train tracks, rest areas with soft matting, cushions and books, tables, and chairs available throughout the day with games, puzzles, and jigsaws.
- The outdoor area was surfaced with artificial grass and had an overhead shelter to facilitate outdoor play during adverse weather conditions. The toys available included playhouses, moveable see saws, mud kitchen, ride on toys, picnic tables and benches.

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

### Regulation 19 - Health, Welfare and Development of Child

	<ul style="list-style-type: none"> <li>The indoor play area was available to the early years' service during the day and gave the children the opportunity to use climbing frames, ladders, tunnels, and slides.</li> </ul> <p>(4)(c)</p> <ul style="list-style-type: none"> <li>The service had a <i>"Use of the internet, photographic and recording devices"</i> policy in place. The policy was shared with parents on enrolment with written parental consent obtained on the registration of each child.</li> <li>Staff were familiar with the policy and were aware of the families that had requested that pictures of their children were not to be included in group photographs taken on the electronic application.</li> </ul>
<p>Non-Compliance Information:</p>	<p><b>Basic needs:</b></p> <ol style="list-style-type: none"> <li>Five children from the Toddler room did not access the outdoor area or the indoor play area of the service during the inspection.</li> <li>At 2.55pm it was observed by the Inspector, that four children from the Bright Stars Senior room were waiting in the corridor to use the sanitary facility. The children were restless and uneasy, and the staff member repeatedly asked them to stand at the wall.</li> </ol>
<p>Corrective &amp; Preventive Action submitted by the Registered Provider</p>	<p><b>Corrective action</b></p> <ol style="list-style-type: none"> <li>Management met with toddler team to explain the importance of outdoor and Fitzone play for each child. If their slot/time is missed they need to check and swap with another class, so all children have access to the outdoor area every day.</li> <li>Management met with bright stars seniors' team to discuss the procedure on when taking a group of their children to the toilet.</li> </ol> <p><b>Preventive action</b></p> <ol style="list-style-type: none"> <li>Staff have the Garden and Fitzone roster in their room, so they are aware of their time slot. Additional staff are on hand for periods of transition.</li> <li>The staff were reminded that they need to check the sanitary area first or call the other rooms to see if the sanitary area is free and then take the children to use them. The staff are aware that in the case the sanitary facilities are busy when they arrive that they take the children back to their class and wait until they are free. The staff and children will not wait outside of the sanitary facility until they are free. The staff acknowledged this.</li> </ol> <p><b>Evidence submitted</b></p> <p>Documentary evidence of a staff meeting held on the 16 February 2022.</p>
<p>Summary Comment</p>	<p>The inspector reviewed the corrective actions and evidence provided after the inspection. The registered provider demonstrated that the non-compliance identified under Regulation 19 has been resolved.</p>

## 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:

- Entry to the service was monitored by a reception desk and each care room was only accessible with an electronic keypad system.
- The outdoor area was enclosed with a secure fence and the equipment and materials were observed to be safe and suitable for use by the children.
- All cleaning materials were stored in locked cupboards or on high shelves out of children's reach.
- Staff in Baby, Wobbler, Toddler, Little Stars and Creche rooms completed a daily risk assessment of the materials and equipment present in the care room. On review of the documentation this had been completed on the day of inspection. No safety risks, damaged equipment or materials were observed in the rooms inspected on the day. The furniture and materials in the Baby, Wobbler, Toddler, Little Stars and Creche rooms were laid out to enable staff to supervise and directly observe the children while they played and engaged with toys and materials.
- Each care room recorded the arrival and departure of each child on an electronic application. The staff roster available reflected the staff present in the care rooms and their hours of working. Staff recorded their arrival and departure on a fingerprint keypad system located at reception.
- On review of the documentation available in the service and on discussion with staff in the care rooms it was identified that staff were familiar with the service procedure in the event of an incident or accident occurring.

#### Infection Control:

- Soothers were stored in individually labelled containers in the Baby room, Wobbler room, Toddler and Little Stars room.
- The care rooms, sanitary facilities and outdoor area were observed to be clean with a cleaning schedule in place which documented that regular cleaning was undertaken in high contact areas such as handles, doors, surfaces, play materials, taps and the nappy changing area.
- Mattress covers used in the cots had removable washable covers that could be removed if required. Children's bed sheets and cellular blankets were stored in individually named boxes in the care room and laundered once weekly or more frequently if required.
- The care rooms and the sanitary facilities had either open windows or mechanical ventilation to ensure that they were adequately ventilated.

## Part VI - Safety

### Regulation 23 - Safeguarding Health, Safety and Welfare of child

	<p><b>Safe Sleep:</b></p> <ul style="list-style-type: none"> <li>• Ten-minute sleep checks were recorded on all sleeping children during the inspection and included their; colour, breathing, position and temperature of the care room.</li> <li>• The temperature of the cot room on the ground floor and first floor was maintained between 16-20°C while children slept on the day of inspection.</li> <li>• Children’s shoes, socks and excess clothing were removed before they were settled to sleep.</li> </ul> <p><b>Administration of Medication:</b></p> <ul style="list-style-type: none"> <li>• Written parental consent was obtained prior to the administration of medication to children attending the service.</li> <li>• The signature of two staff and a parental signature was recorded following the administration of medication to a child to ensure that the parent was aware of the administration.</li> </ul>
<p>Non-Compliance Information:</p>	<p><b>General safety:</b></p> <ol style="list-style-type: none"> <li>1. The water temperature in the sanitary facilities used by the Baby and Wobbler room was recorded as 44.5 °C at 11:30am. This exceeds the recommended maximum temperature of 43 °C.</li> <li>2. Documentary evidence available demonstrated that monthly fire drills were not completed in the service. The last recorded fire drill took place on the 5 December 2021. Monthly fire drills are required to ensure the safe evacuation of staff and children in the event of an emergency.</li> </ol> <p><b>Infection control:</b></p> <ol style="list-style-type: none"> <li>3. The nappy changing procedure observed in the Wobbler and Toddler rooms was inconsistent with the service infection control policy. One staff member did not wear a single use disposable apron for the procedure and another staff member retained their gloves for the duration of the activity without washing their hands. In the Wobbler room neither the staff member nor the child washed their hands at the end of the procedure.</li> <li>4. Children in the Baby and Wobbler rooms did not have their hands washed before they ate their snack and lunch. This is at variance with the service infection control policy.</li> <li>5. During the inspection it was observed that at 10.27am, a supply of liquid soap was not available in the Toddler room. As a result, the staff and children washed their hands without soap.</li> <li>6. In the Toddler room at 10.40am, the inspector observed a staff member using the same face cloth to clean the hands and faces of four children. This increases the potential risk of cross infection.</li> </ol>

## Part VI - Safety

### Regulation 23 - Safeguarding Health, Safety and Welfare of child

	<p>7. A nappy mat in the first-floor sanitary facility was torn and damaged with exposed foam accessible to the children. This created a potential risk of choking and cross infection.</p>
<p>Corrective &amp; Preventive Action submitted by the Registered Provider</p>	<p><b>Corrective action</b></p> <ol style="list-style-type: none"> <li>Maintenance was notified immediately to correct this problem.</li> <li>Fire drill took place on Thursday 10th February and all staff and children evacuated safely to the assembly point outside the building by the bike shed.</li> <li>Management met with staff to discuss the nappy changing procedure and importance of hand washing before and after nappy changing.</li> <li>Management met with staff and discussed with them the importance of hand washing before and after meals and before and after nappy changing. Management went through the infection control policy with the staff.</li> <li>Management met with Toddler team to explain the importance of hand washing and to make sure there is an adequate amount of soap at all times. Hand soap was replaced immediately, and new soap dispensers were ordered as a more permanent way of having the issue of hand soap running out.</li> <li>Management met with the toddler team and talked about the reusing of face cloths. Staff are to increase their laundry from once per week, so they have an ample number of cloths each day. Under no circumstances are there to be face cloths to be reused on multiple children.</li> <li>New nappy changing mats were bought and the mat was replaced.</li> </ol> <p><b>Preventive action</b></p> <ol style="list-style-type: none"> <li>Maintenance checked the temperature, and it was monitored over a 3-day period to make sure the proper temperature was below 43 degrees Celsius. (Please see attached email from maintenance of temperature of taps).</li> <li>A 2nd fire drill will take place in February as it was missed in January and a planned fire drill will take place on or around the 1st of each month and will be recorded. (Please see attached the fire drill record for Thursday 10th February).</li> <li>Staff signed off on the nappy changing sign off sheet when they completed the training. Staff are to inform management/cleaning team when and if supplies run low i.e., gloves, aprons etc. (Please find attached minutes of meeting and staff sign off nappy changing sheet).</li> <li>Staff acknowledged the importance of hand washing and that they have read and understand the infection control policy. (Please find attached minutes of meeting).</li> <li>Maintenance fitted hand dispensers in the nappy changing area in the toddler room and a weekly check of the hand soap will be checked by staff and will notify management/ clean team when it needs to be topped up. (Please see attached photo of new soap dispensers).</li> <li>Staff will increase their laundry of cloths to make sure that they do not run low or out of cloths. (Please see attached minutes of meeting).</li> <li>Extra mats in storage room to have in the case that the mat needs replacing. Always have mats for back up. (Please see attached photo of new mat).</li> </ol>

## Part VI - Safety

### Regulation 23 - Safeguarding Health, Safety and Welfare of child

Summary Comment:	The inspector reviewed the corrective actions and evidence provided after the inspection. The registered provider demonstrated that the non-compliances identified under Regulation 23 have been resolved.

## 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:	<p>(1) The registered provider ensured that an adequate number of staff members were trained in paediatric first aid.</p> <p>(2)The first aid boxes within the service were suitably equipped.</p> <p>(a) The first aid boxes were stored in an easily accessible and conspicuous position on the premises.</p> <p>(b)The first aid boxes were available to the children at all times.</p>
-------------------------	--

## 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 fire fighting equipment and smoke alarms in the premises*

*(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:	<p>(1)(a) A written record was available of the fire drills completed in the service. The last recorded fire drill took place on the 5 December 2021.</p> <p>(b) A record was available for the number, type and maintenance of the fire equipment which were last serviced on the 18 October 2021 and of the mains powered smoke alarms in the premises, which were last serviced in February 2022.</p>
-------------------------	--

## Part VI – Safety

### Regulation 26 - Fire Safety Measures

(4) A notice of the procedures to be followed in the event of a fire was conspicuously displayed in the entrance hall and each care room of the premises.

## 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:

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

Compliance Information:

(k) The service had a completed accident and incident record with a parental signature following incidents that occurred in the service. Details of a recent incident that the inspectorate was notified of was maintained.

## 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:

During the inspection, it was observed that children in the Baby and Wobbler rooms were supervised. The room leader in the Wobbler room recognised the importance of maintaining supervision of the children, as a result a recent change had been made to the layout of the Wobbler room to ensure that the adults caring for the children maintained visual sight of the children while they played.

Non-Compliance Information:

At 2.57pm a child from the Bright Stars Senior room was observed accessing the hand sanitiser positioned outside the sanitary facility. During this time the child was not supervised by an adult.

Corrective & Preventive Action submitted by the Registered Provider

#### Corrective action

Management met with staff to discuss the importance of the children using the hand sanitizer carefully and that staff are to supervise the children while doing so.

#### Preventive action

Staff acknowledged this and discussed this with the children during their circle time that they only use the hand sanitizer when there is a teacher/adult present.

A

#### Evidence submitted

## PART VI -Safety

### Regulation 27 Supervision

	Documentary evidence of a staff meeting held on the 16 February 2022.
Summary Comment:	The inspector reviewed the corrective actions and evidence provided after the inspection. The registered provider demonstrated that the non-compliance identified under Regulation 27 has been resolved.

## PART VIII -Notification and Complaints

### Regulation 31 Notification of incidents

(1) A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the pre-school service:

(d) A serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise;

Compliance Information:	(1) (d) The service notified the Inspectorate within three working days of a serious incident that occurred to a child while attending the service.
-------------------------	--

## PART VIII -Notification 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.

Compliance Information:	(1)(a)(b)(c) The service had a complaints policy available, and it had the required statements and procedures documented.  (2)(a) The service had a record of any complaints made in respect of the service.  (2)(b) The service had documentary evidence to demonstrate that if a complaint was received it was dealt with according to the service complaints policy.
-------------------------	--