

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015DY278
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<b>Name of Service:</b>	Cranford Creche
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<b>Address of Service:</b>	151 Rathgar Road, Rathgar, Dublin 6, Co. Dublin
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<b>Eircode:</b>	D06 ND61
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<b>Name of Registered Provider:</b>	Emmett Rice
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<b>Service type:</b>	Full Day, Sessional
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<b>Date(s) of Inspection:</b>	15/05/2023
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<b>No of pre-school children:</b>	AM	45	PM	42
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, 2nd Floor, Brunel Building, Heuston South Quarter, Dublin 8
<b>Inspection undertaken by:</b>	A. Bradshaw & Á. Dunne
<b>Title:</b>	Early Years Inspectors

### Authority to Inspect

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

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

Cranford Creche and Montessori is a privately owned service and has been in operation since 2003. The service offers full time care and education to children aged from 0 to 6 years and operates from 7:30am to 6:30pm Monday to Friday. The service participates in the Early Childhood Care and Education (ECCE) scheme and caters for a maximum of 53 children. The service is based in a converted residential dwelling in a residential area on the south side of Dublin city. There are five care rooms over three floors and outdoor play areas at the front and rear of the premises. The basement consists of Nursery 1 and Nursery 2 with an adjacent cot room. On the first floor is the Toddler room and the Yellow Pre Montessori room. On the top floor the Montessori class use two rooms which children move between. The building also has a kitchen, staff room and an office.

## Staffing

The registered provider employs 13 staff and does not work directly with the children. Nine staff work directly with the children in the service. The service also employs a manager, deputy manager, chef and relief staff.

## 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, and premises. The inspections may also focus on other areas as required.

The inspection focused on an examination of compliance under Regulations 9 Management and Recruitment, Regulation 11 Staffing Levels, Regulation 16 Record in relation to pre-school service, Regulation 19 Health Welfare and Development of Child, Regulation 23 Safeguarding Health, Safety and Welfare of child, Regulation 25 First Aid, Regulation 26 Fire Safety Measures and Regulation 29 Premises. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation 9(2)(a)(b)(c)(4), regulation 11(2), regulation 16(1), regulation 19(1)(a), regulation 23, regulation 25, regulation 26(1)(a)(b)(4), and regulation 29(e). As a result, the scope of the inspection included the Toddler room, Pre-Montessori room and the Montessori room and did not include Nursery 1 and Nursery 2. Regulation 11 Staffing Levels was assessed across all of the rooms.

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

A referral was made on the 18th of May 2023 to the fire officer regarding structural changes that had been made to the evacuation route in the back garden.

### 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
- (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.

#### Compliance Information

(1) (a) (b) There was a designated person in charge and a named person to deputise when required. The designated person in charge was on the premises when the inspectors arrived unannounced and was present for the duration of the inspection.

(c) Discussion with staff and management showed a clear management structure and roles and responsibilities within the service.

(2) From a review of the staff roster and discussion with the person in charge, it was confirmed thirteen adults are employed in the service. All thirteen staff files were reviewed.

- (a) Seventeen written and validated references were available from a past employer.
- (b) Nine written and validated references from a reputable source other than an employer
- (c) Completed Garda vetting disclosure documentation was on file for the thirteen adults.
- (d) Records on file indicated that six records of Police vetting from other jurisdictions was required, these were available on the day of inspection.

(4) Twelve staff members working directly with the children had documentation available to demonstrate that they held 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.

### Part III – Management and Staff

#### Regulation 11 - Staffing levels

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

#### Compliance Information

(11)(2) The adult to child ratios were maintained when the inspection team arrived at 10am the following adult to child ratios were observed;

ROOM	AGE RANGE	NO. OF CHILDREN	NO. OF ADULTS	ADULTS REQUIRED
Nursery 1	1 - 1.5 years	6	2	2
Nursery 2	1.5 - 2 years	4	1	1
Toddlers	2 - 3 years	9	2	2
Yellow Pre-Montessori	3 – 4 years	11	2	2
Montessori	4 – 5 years	13	2	2

In addition to the numbers of adults caring for the children, the person in charge, deputy person in charge and two auxiliary staff were available to offer support if required.

### 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:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;
- (b) details of the class of service and the age profile of children for which the service is registered to provide services;
- (c) details of the adult: child ratios in the service;
- (d) the type of care or programme provided in the service;
- (e) the facilities available;
- (f) the opening hours and fees;
- (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;
- (h) details of attendance by each pre-school child on a daily basis;
- (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) The registered provider ensured that records in relation to the following were maintained as required.

(a) The name, position, qualifications and experience of the person in charge and of every other employee was maintained in the staff files of the service.

(b)(c)(d)(e) The following information was displaying on the parents notice board in the hallway: the type of service, the age profile of children for which the service is registered to provide services, details of the adult: child ratios in the service, the type of care or programme provided in the service and the facilities available.

(f) The service fee policy was displayed in the room in the entrance hall including the opening hours and fees charged by the service.

(g) The service maintained the policies, procedures and statements required in accordance with Regulation 10.

(h) A copy of the attendance records was available for the inspector in the morning.

(i) A staff roster was available to the inspector.

(j) A sample of twelve medication records were reviewed. These were observed to have all the necessary information and completed with parental and staff signatures.

(k) A sample of sixteen accident and incident records were reviewed. These were observed to have all the necessary information, completed with parental and staff signatures.

## 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:**

- A calm and welcoming atmosphere was evident in the service on the day of inspection. Children in all care rooms were observed to be engaged in a variety of activities with staff on hand to support them.
- The service operates a three-week menu in line with their healthy eating policy. Dinners are provided by the in-house chef. Milk and water were offered as a choice of drinks at mealtimes. Children's food allergies or preferences are accommodated for by the service. Additional portions of dinner were readily available for children who wanted more.
- During rest time, the room was darkened, and soft music was played creating an ambiance conducive to sleep and rest.

- Children’s language development was supported through interaction with staff members, staff were observed to sit at the children’s level and ask opened questions, taking time with them and giving the children the opportunity to finish talking.
- Evidence of planning was available in all care rooms and children’s emerging interests were recorded on a visual display called the Observation boards in each room. Discussion with staff showed that emerging interests are recognised and recorded by staff to inform the activities in the room and to ensure the children’s interests are catered for each day.

### **Physical and Material environment:**

- The children were visually represented in the rooms in a number of displays supporting the child’s sense of identity and belonging in the service, for example photographs of the children were used in the artwork and over children’s coat hooks, on Family tree and Birthday wall displays.
- Children were observed to play freely in each room. They had choice in what materials to use and how to use them, where to sit and who to sit with supporting the children’s decision-making skills.

### **Supporting Relationships around Children:**

- Staff were observed to ask children’s permission before assisting them for example a staff member was observed to ask a child if they needed help before they intervened.
- Interactions were observed to be positive, kind, and caring. Staff spoke in low tones and were playful in their interactions. Staff engaged in the daily activities and when in the garden, participating in the children’s play.
- Staff members described how they use mobile devices to upload photographs and updates on the children’s day. Staff stated that parents engage with this form of communication very positively.

### 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:

- Cleaning products were stored on a high shelf out of reach of the children in care rooms.
- A low rail was available on the stairs and used by the children in the service.
- Nappy changing units were sturdy and suitable for use.
- Finger pinch protectors were fitted on all doors within the service.

##### Infection Control:

- Warm water, dispensed hand soap and dispensed paper towels were available to facilitate adequate handwashing.
- Cleaning records were available in the service and completed to date.
- Tables were cleaned with antibacterial spray after work time and before and after lunchtime.

##### Administration of Medication:

- Detailed health care plans were readily available in the care rooms for children who required emergency medication. Evidence was available to show that these were updated regularly in line with the service policy.
- Emergency medication was available, stored safely out of reach of the children and easily located using the details in the health care plan. Staff were familiar with the details outlined in the health care plan.

##### Safe Sleep:

- Sleeping children in were physically monitored at 10-minute intervals throughout the service and written records of these checks were maintained.

#### Non-Compliance Information

##### Infection Control:

1. Soothers were not stored in individual containers; this created a risk of cross contamination.
2. Childrens hands were not washed before dinner in the Pre Montessori room creating a risk of cross infection.

## Safe Sleep:

3. While it is acknowledged care rooms had cooling devices and fans in operation, the temperatures while the children were sleeping were recorded as follows:

Room	Temperature	Time
Toddler room	20.8 ° C	at 12.05pm
Yellow Montessori room	20.9 ° C	at 12.56pm

Room temperatures for sleeping children should be between 16 and 20°C.

## Fire Safety:

4. There was no safety notice display in back garden as a collection point for evacuation.
5. Child and staff attendance records were not maintained correctly. These attendance books are used during fire drills to ensure child and adult safety. On the day of inspection one child arrived at 10.58am however the child/staff attendance book was not updated at 11.29am. Three staff members had signed out by 11am however they were still working.

## Action submitted by the Registered Provider

### Corrective & Preventive Action

#### Infection Control:

1. Management stated that soothers will now be placed into individual containers labelled for every child to reduce the risk of cross contamination. Management will ensure all soothers are sterilised and placed into their own container to reduce cross contamination in the future.
2. Management stated that staff are reminded in a monthly memo about the importance of hand washing right before dinner. Management will do weekly spot checks to ensure the right procedure is carried out.

## Safe Sleep:

3. Management stated that as the sleep room was above ideal temperature in the room another fan & cooler was ordered to reduce the heat a little further. Staff were also reminded in memos the importance of ensuring the room is between 16 – 20° C. Management will do spot checks in sleep room and on sleep charts daily to ensure the temperature is kept between 16 – 20° C.

### Fire Safety:

4. Management stated that's the garden had recent work carried out in it and unfortunately the fire safety sign was not in place on the day of inspection. Since then, a new sign has been placed on the fencing to ensure staff know the collection point for evacuation. Management will be aware if more work is done in the building that signs are replaced on walls after.
5. Management stated that staff were reminded in a memo that when children arrive into their care that they need to be marked immediately into attendance books. Staff were reminded the importance of this due to the children safety. Management will do spot checks when children arrive to ensure staff fill our attendance books immediately.

### Supporting documentation submitted

#### Infection Control:

Photographic evidence was submitted.  
A copy of a staff memo was submitted.

#### Safe Sleep:

A copy of the staff memo was submitted

#### Fire Safety:

Photographic evidence was submitted.  
A copy of a staff memo was submitted.

### Summary Comment

The registered provider has addressed the non-compliance under Regulation 23.

## Part VI - Safety

### Regulation 24 - Checking in and out and record of attendance

*(3) A registered provider shall ensure that-*

*(a) no person other than-*

*(i) pre-school child attending the service,*

*(ii) a person dropping or collecting such a child,*

*(iii) an employee, or*

*(iv) an unpaid worker, can enter the premises without his or her entry being approved by an employee, and*

*(b) a daily record in writing is kept of the entry on the premises of any such person.*

*(4) A registered provider shall ensure that a record in writing referred to in paragraph (3)(b) is retained for a period of one year from the date to which it relates.*

### Compliance Information

(3)(a) On the day of inspection access to the service was monitored and controlled by staff members via an electronic buzzer system.

(4) Records of visitors dating back more than 1 year were maintained by the service and available for review on the day of inspection.

## 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)(b) Suitably equipped first aid boxes were stored safely on a high shelf on each floor and in the garden shed; visible and easily accessible to staff at all times as needed.

### Non-Compliance Information

(1) While it is recognised that ten staff on the premises have a paediatric first aid qualification, and one staff had First Aid responder Training (FAR), the registered provider did not ensure that a person trained to the FAR standard was available at all times to the children attending the pre-school. For example, the two weeks beginning the 8<sup>th</sup> of May 2023, there was no FAR trained adults rostered to be available to the children from 4:30pm to 6:00pm.

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

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

Management stated that on the day of inspection, two staff members were booked into a FAR course. These will be completed by 5<sup>th</sup> July 2023. Management will monitor the staff training to ensure there will be a staff member FAR trained from opening to closing.

#### **Supporting documentation submitted**

A copy of the booking was submitted.

### Summary Comment

The registered provider has addressed the non-compliance under Regulation 25.

## 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 firefighting 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

- (1)(a) Records of monthly fire drills were observed on the day. The last fire drill was completed on the 26<sup>th</sup> of April 2023.
- (b) The inspector observed the certification of maintenance for the firefighting equipment (dated August 2022) and fire and smoke alarm system for the building displayed in the reception (dated the 17<sup>th</sup> of April 2023).
- (4) The notice of the procedures to be followed in the event of a fire was displayed in the entrance halls and in each room.

### Part VII - Premises and Space Requirements

#### Regulation 29 - Premises

*A registered provider shall ensure that the premises of the service are-  
(e) equipped with adequate and suitable sanitary facilities.*

#### Non-Compliance Information

- (e)
1. One sanitary facility was available for thirteen staff. An additional sanitary facility is required to meet the requirement of one hand basin and one toilet for every 8 staff members.
  2. On the day of inspection one of the two toilets available to the children had a 'do not use- out of use' notice on it. As a result, there was only one toilet and one handbasin available to 12 toilet trained children between the Toddler room and the Pre Montessori room. One toilet and one sink is required for every 11 children.

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

##### Corrective and Preventive Action

1. The owner of the crèche has been notified about an additional sanitary facility for staff.
2. A divider was ordered in order to use both toilets on the middle level floor. This will ensure privacy for both children and both toilets and hand basins will be in operation again. Management will inform staff on using both toilets once the divider is in place.

##### Supporting documentation submitted

Photographic evidence of a divider that was purchased that requires installation.

#### Summary Comment

Regulatory compliance remains outstanding until the work is completed to address points 1 and 2 above.