

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015DY279
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<b>Name of Service:</b>	Hyde and Seek Childcare (Shaw St)
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<b>Address of Service:</b>	Unit 1D Hyde Court, Shaw Street, Dublin 2, Co. Dublin
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<b>Eircode:</b>	D02 TW52
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<b>Name of Registered Provider:</b>	Siobhan Davy
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date(s) of Inspection:</b>	07/11/2023
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<b>No of pre-school children:</b>	AM	29	PM	27
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Child and Family Agency, Unit 4&5 Nexus Building Block 6A, Blanchardstown Corporate Park, Dublin 15.
<b>Inspection undertaken by:</b>	E Hosford and 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

Hyde and Seek Childcare (Shaw St) is one of four services operated by the registered provider. The service operates from the ground floor of a residential apartment building located in the Dublin 2 area. The childcare service provides a part time and a full day care service to children aged from birth to 5 years of age from 7:30am to 6:30pm, however, the service is currently operating from 7:45am to 6pm Monday to Friday. A school age service is also provided for children of school going age.

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

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

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

### Staffing

The registered provider employs 11 staff within the service to include the designated person in charge, the deputy person in charge who also prepares the food for the children, an enrolment manager and 8 childcare staff. The registered provider, administration manager, the designated person in charge and the enrolment manager facilitated the inspection.

During the inspection there were 7 staff working directly with 29 children aged from 0-5 years of age in the morning and 8 staff caring for 27 children aged between 0-5 years and 1 school age child in the afternoon. Staff were also given assistance in the care rooms by the registered provider, the designated person in charge and the deputy person in charge.

### Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

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

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

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

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

Regulation 22 Food and Drink.

Regulation 23 Safeguarding Health, Safety and Welfare of child and

Regulation 32 Complaints.

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

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.

### Acknowledgments

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

### Part III – Management and Staff

#### Regulation 9 – Management and recruitment

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

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

*(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.*

*(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:*

- (a) the policies, procedures and statements of the service specified in Schedule 5;*

### Compliance Information

(2) During the Inspection, the files of 11 staff members were reviewed, of which 7 staff had commenced employment since the last inspection in October 2022.

- (a) Two written and validated references were available for five staff members from a past employer.

One written and validated reference was available for two staff members from a past employer.

- (b) Two written and validated references were available for four staff members from a source other than from a past employer.

One written and validated reference was available for two staff members from a source other than a past employer.

- (c) Completed Garda Vetting disclosures were available for 11 staff members.
- (d) Police vetting was available in respect of eight staff members from three different countries who had lived outside the jurisdiction for longer than six months as an adult.

(4) The qualifications of ten staff members were reviewed: Evidence available demonstrated that ten staff members of which nine worked directly with children attending the service held at least a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications or a qualification deemed eligible by the Department of Children, Equality, Disability, Integration and Youth Affairs (DCEDIY).

(7)(a) On discussion with staff in the Baby room and Montessori room and on review of available documentation it was confirmed that they had received induction training relating to topics such as the services policies and procedures, health and safety, fire safety information, respect for the child and guidance for managing children with additional needs, child protection, management of accidents and incidents, medication administration and dealing with complaints.

Documentation was available to demonstrate that staff training was recently undertaken on the 29 September 2023 and included a review of strategies on comforting a crying child, child feeding, mealtimes, and fire training.

## Part III – Management and Staff

### Regulation 11 - Staffing levels

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

*(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6*

*opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.*

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

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

### Compliance Information

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

On the morning of the inspection there were 7 adults working directly with 29 children aged between 0-5 years and on the afternoon of the inspection there were 8 adults working with 27 children aged from 0-5 years and 1 child of school age.

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

Room Name	Age profile	Morning	Afternoon
Tiny Tots room	0-1 years	2 adults with 5 children	2 adults with 4 children
Wobbler room	1-2 years	2 adults with 8 children	2 adults with 8 children
Toddler room	1-3 years	2 adults with 9 children	2 adults with 11 children
Montessori room	3-5 years	1 adult with 7 children	2 adults with 4 children and 1 school age child.
Total	(0-5 years)	7 adults with 29 children	8 adults with 27 children and 1 school age child.

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

### Part IV – Information and Records

### Regulation 16 – Record in relation to pre-school service

*(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:*

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

*(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.*

#### Compliance Information

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

- (g) The service policies on Accident and Incidents, management of complaints, Behaviour management, Healthy eating, Infection control and safe sleep.
- (h) Staff recorded the daily attendance of each child to the service on an electronic application.
- (i) The service maintained a weekly staff roster to reflect the staff present in the service and their planned breaks.
- (k) A record of previous accidents and incidents that occurred within the service since November 2022 were available on an electronic application and were completed in line with regulation.

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

#### Regulation 19 - Health, welfare and development of child

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

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

#### Compliance Information

(1)(a)

### Basic Needs

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

### Supporting relationships

- The service used an electronic application to communicate with parents daily and update them on their child's meals, sleeps, activities, and nappy changes. Staff in the Tiny Tots room explained to the inspector that the deputy person in charge and an assigned staff member are responsible for the greeting of parents at collection time and updating them verbally on their child's day in the service.
- The service acknowledged parental participation through recently holding a Halloween party in the service where parents could join their children for a magic show, activities, food, and music. A further Christmas event is planned for December 2023.

### Physical and Material Environment

- The inspectors spent time in the Tiny Tots room, Wobbler room and the Montessori room. Tables and chairs suitable for the age of the children were available throughout the day at mealtimes and tabletop activities. Space was available for crawling, walking, climbing and floor play. Materials were accessible and stored on low level shelving and picture labelled baskets.
- Activities and equipment such as activity tables, a sit in activity centre, soft toys, shakers, rattles, balls, age-appropriate books, sensory bottles with opportunities to sit, crawl, shuffle, stretch, experience cause and effect for the younger children. Older children could access play kitchens stocked with pots, pans, play food, and dishes, jigsaws, puzzles, blocks, bricks, cars, and trucks.
- Rest areas were available and consisted of soft matting, cushions, and books.
- The outdoor area to the rear of the service was an enclosed space which was surfaced in soft matting. The children had the opportunity to engage with climbing frames, slides and steps, ride on bikes and scooters, moveable see saws, outdoor blocks, and balls. Additional soft matting and push along toys were provided for the younger children who were not yet walking unaided.

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

#### Regulation 22 – Food and drink

*A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.*

#### Compliance Information

The food prepared and provided by the service was observed to be in keeping with the service healthy eating policy. For morning snack, the children were provided with toast, sliced banana, and raisins. A hot meal of either chili beef and rice or tuna pasta was available at lunch time with an afternoon snack of yogurt and blueberries served to the children. Each child's individual preference for food and meals was respected by staff with additional food being made available at mealtimes. Water was provided at mealtimes and between meals should a child require a drink. On discussion with staff and through observation it was confirmed that children in the Tiny Tots room were provided with pre prepared powdered infant formula from home which was stored in the refrigerator in named bottles. Staff heated the bottles in the available bottle warmer in the care room and fed them to children from 9.30am to 9.56am, and from 1.58pm in the afternoon.

### Part VI - Safety

#### Regulation 23 - Safeguarding health, safety and welfare of child

*A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.*

#### Compliance Information

##### General Safety:

- The main entrance door to the service is a manual release, monitored and operated by the staff, thus, restricting unauthorised persons from gaining access and preventing children from exiting the service unsupervised.
- A weekly roster reflected the staff present in the service with the registered provider and administration manager signing in on their arrival to the service.
- Areas within the service such as the administration office and kitchen were inaccessible to the children with adult supervision provided to the children when moving from their care rooms to the outdoor area or sanitary facilities. Emergency exits to the front and rear of the service were observed to be unobstructed throughout the inspection.

### Infection Control:

- The service was maintained in a clean and hygienic condition throughout, with the premises and equipment observed to be visually clean. Weekly cleaning records for the equipment, bedding and rooms was displayed in the service with individual staff responsibilities for certain areas documented.
- Handwashing facilities for hand hygiene included warm water, liquid soap, and paper towels.
- Soothers used within the service were stored in individually labelled boxes which reduced the potential risk of cross infection.
- Changes of clothes for each child were brought from home daily and stored in individual bags and available if required. Parents were advised when additional clothing was required.

### Safe Sleep:

- The sleep needs for children under 2 years of age, were facilitated with access to cots for sleep.
- The cot room temperature were four children aged under one year slept was 20 °C at 12.30pm, which was between the recommended temperature of 16-20°C.
- All cots had washable/ wipeable mattresses with washable / wipeable covers and floor mats had washable wipeable covers.
- Children over the age of two years were facilitated to sleep on soft floor mats each supplied with individual sheets and blankets. While the children slept the temperature of the care rooms was maintained between the recommended temperature of 18-22 °C, for example, in the Wobbler room at 12.23pm the temperature was recorded as 19.4 °C. In the Toddler room at sleep time the temperature was recorded as 20.4 °C at 12.02pm.
- On review of the information recorded by staff on the electronic application for four children in the Tiny Tots room, staff completed ten-minute sleep checks while the four children slept in the cot room which included each child's colour, breathing and position. The temperature of the care room was also recorded.

### Non-Compliance Information

#### Infection Control:

1. During the inspection it was observed in one care room that handwashing was not completed according to the service policy on handwashing and infection control. For example.
  - A staff member completed five nappy changes between 10.41am and 11am and did not carry out handwashing at the end of each nappy change for either themselves or the child. This increased the potential risk of cross infection.

- From 10.12am to 10.19am five children in the Tiny Tot's room, were not assisted to wash their hands before being placed at the table for morning snack. This increased the potential risk of cross infection.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

##### **Infection Control:**

1. In response to the non-compliance the registered provider has stated that it is the policy of Hyde & Seek Childcare for staff to wash children's hands and their own hands after nappy changing, the staff member has completed retraining and has been receiving ongoing monitoring from the person in charge during nappy changing duties.

The staff member and their colleague has also received retraining on cleaning hands before mealtimes, the person in charge has been monitoring mealtimes in the Tiny Tots room to ensure handwashing procedures are carried out in accordance with the Infection Control Policy.

Posters with handwashing reminders have been added to the Tiny Tots room and the Tiny Tots Nappy changing area.

#### Supporting documentation submitted

##### **Infection Control:**

1. Documentary evidence of staff re-training on nappy changing and hand hygiene, and photographic evidence of posters displayed in the service to remind staff about hand hygiene.

#### **Summary Comment**

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

### 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

(1)

Three staff members had documentation available to demonstrate that they had in date First Aid Responder certificates and the roster demonstrated that an adult trained in First Aid Response was available to the children attending during the operation of the service.

(2)(a) and (b),

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

## Part VIII - Notifications and Complaints

### Regulation 32 – Complaints

*(1) A registered provider shall ensure that the complaints policy of the service specifies-*

- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,*
- (b) the manner in which such a complaint shall be dealt with, and*
- (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.*

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

- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and*
- (b) the complaint is duly dealt with in accordance with the provider's complaints policy.*

*(3) A record in writing referred to in paragraph (2)(a) shall-*

- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and*
- (b) be open to inspection on the premises by an authorised person.*

### Compliance Information

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

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

(2)(a) and (b)

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

(3)(a) and (b),

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

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