

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY306
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Name of Service:	Daoine Beaga
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Address of Service:	Christchurch, Rathgar Complex, Rathgar Road, Dublin 6.
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Eircode:	DO6 CF63
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Name of Registered Provider:	Máirín Ní Fheidh
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Service type:	Sessional
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Date of Inspection:	12/03/2025
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No of pre-school children:	AM	8	PM	N/A
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Address of the Early Years Inspectorate:	Early Years Inspectorate 2 nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15 D15 CF9K
Inspection undertaken by:	C. Harte and E. Griffin
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

Daoine Beaga is a private sessional service which has been in operation since 2003. The service offers a bilingual curriculum moving between English and Irish. The service is registered to care for up to ten children aged between 3-6 years old. The service is open thirty-eight weeks of the year Tuesday-Friday 9:30am-1:00pm. Daoine Beaga offers the Ealy Childhood Care and Education scheme. The service is based in Christchurch parish centre. It has a designated care room and the use of a large hall. The service has access to a grassed outdoor area at the back of the building.

Staffing

The registered provider provides direct care to the pre-school children attending and employs one staff member. Both adults were present on the day of the inspection.

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

The inspection focused on an examination of compliance under:

- Regulation 9(1)(a)(b),(2)(a)(b)(c)(d), (4) Management and Recruitment.
- Regulation 11(1),(3) Staffing Levels.

- Regulation 15(1) Record of a Pre-school Child.
- Regulation 16(1)(h)(i)(j)(k) Records in relation to the Preschool Service.
- Regulation 19(1)(b)
- Regulation 21 Equipment and Materials.
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child.
- Regulation 25 (1), (2)(a)(b) First Aid.
- Regulation 32(1), (2)(a)(b) Complaints

However, on inspection additional non-compliances which posed a risk were identified under Regulation 8 Notification of Change in Circumstances. These findings are outlined within the relevant regulations within this report.

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

This inspection was triggered by information received by the inspectorate.

Immediate action notices were issued to the registered provider on 12th March 2025 in relation to concerns identified under Regulation 23, Safeguarding the Health, Welfare and Development of child. Responses which adequately addressed the concerns were received on 14th March 2025 and 20th March 2025.

An immediate action notice was issued to the registered provider on March 12th, 2025, under Regulation 23, Safeguarding the Health, Welfare and Development of child in relation to a non-compliance identified under Regulation 25. Further details are available in the body of the report under Regulation 25 First Aid. The response received did not adequately address the immediate risk and the provider was invited to a regulatory compliance meeting.

An additional immediate action notice was issued to the registered provider on 12th March 2025 in relation to concerns under Regulation 9 Management and Recruitment. A response which adequately addressed the concern was received on 20th March 2025. Further details are available under Regulation 9.

Following the inspection a referral was made to the Tusla department Services Operating Outside of Registration. Further details are available under Regulation 8 Notification of change in Circumstances.

A referral was also made to the Tusla Child Safeguarding Statement and Compliance Unit.

A regulatory compliance meeting was held on the 1st April 2025 to discuss concerns including the outstanding immediate action notice following the inspection.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, staff and children who were present on the day of the inspection.

Part II - Registration and Register

Regulation 8 - Notification of change in circumstances

(1) A registered provider of a pre-school service other than a temporary pre-school service shall, subject to paragraph (3), notify the Agency in writing of any proposed change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2) at least 60 days before it is proposed that the change would take effect.

Non-Compliance Information

- (1) The registered provider failed to notify the agency of changes made in relation to its registration status in relation to the age profile of the children registered to attend and the hours of operation. Evidenced by the following observations.
1. The service is registered to cater for children aged between 3 to 6 years. On the day of inspection, a child under 3 years of age was present. This non-compliance was observed on the previous inspection on 28th November 2024. The corrective action has not been carried out in line with the information provided to the inspectorate following the last inspection.
 2. The service is registered as a sessional service operating from 9.30am-1.00pm. A review of recent attendance records and observations on the day of inspection demonstrated that children are regularly staying beyond the services registered operational hours. Seven of the nine children present were observed on the premises beyond 1.00pm to a maximum of 1.45pm. A sessional service can only operate for up to 3.5 hours per day.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The child is no longer attending. To prevent this issue from reoccurring the registered provider has submitted a change of circumstance for the age profile of children attending to adjust to 2-6 years.
2. The registered provider has taken immediate steps to inform parents at collection time through reminder texts that it was very important for all children to be collected on time, no later than 1 PM sharp. Notices have been placed outside the classroom and at the entry to the building to emphasise that timely collection is imperative. We will continue to remind parents regularly to ensure compliance with the designated operational hours.

Supporting documentation submitted

- Correspondence with parents.
- Change of circumstances form.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 8. This will be reviewed on the next 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.

(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 a named person to deputise as required.

(b) The person in charge was present throughout the inspection.

(2) The files of the registered provider, one staff member and the file of an adult who was present on the day of inspection providing an activity were reviewed.

(a) Three written references were available from past employers. The reference available for one adult was validated by the registered provider.

(b) Two written references were available from a reputable source. The reference available for one adult was validated by the registered provider.

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

- (4) There was documentary evidence that two adults working directly with preschool children held 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.

Non-Compliance Information

- (2)
- (a) (b) There was only one written reference available for an adult who had access the children. There was no evidence this reference had been validated. A second written and validated reference is required but was not available.
 - (c) There was no Garda vetting disclosure available for one adult who had access to the children. An immediate action notice was issued to the registered provider.
 - (d) There was no documentary evidence available to establish whether one adult who had access to the children had lived in a country other than Ireland for more than six months as an adult and required police vetting.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (a) (b) References are now available and have been filed in the classroom. Moving forward, the registered provider will ensure that any new adults involved with the children in the future, for activity purposes or other reasons, have their files organised and references validated and kept on record accessible in the classroom.
- (c) Garda vetting is now in a folder on the premises. To prevent this non-compliance from happening again we will implement a systematic process for checking and documenting these disclosures before any adult engages with the children. Additionally, regular reviews of all personnel records will be conducted to make sure they are always accessible to ensure compliance.
- (d) The necessary documentary evidence to establish the residency history of the adult is now available and printed on file in the classroom. To prevent this non-compliance from happening again we will implement a systematic process for checking and documenting these disclosures before any adult engages with the children. Additionally, regular reviews of all personnel records will be conducted to make sure they are always accessible to ensure compliance.

Supporting documentation submitted

- Garda vetting disclosure.
- Staff references.
- Document checklist.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 9.

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.

(3) Subject to paragraph (5), a registered provider of a sessional pre-school service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 2 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) therefore at that reference number is satisfied.

Compliance Information

(1) On the day of the inspection there were an adequate number of adults working directly with the children.

There were two adults available to 9 children aged between 2 years 6 months - 5 years old when the inspectors arrived unannounced to the service.

(3) The adult to child ratios were maintained correctly throughout the inspection.

Part IV – Information and Records

Regulation 15 – Record of pre-school child

(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child’s registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

Non-Compliance Information

(1) The registered provider did not ensure that a record in writing was maintained for all children attending the service that contained the information required under (1)(a) to (i) above. Eight records were reviewed, and the following was observed:

- There was no file available for one child who was present on the day of inspection. This posed a potential risk to the child as staff may not have all relevant information about the child in the event of an emergency. An immediate action notice was issued. This was a non-compliance on the last inspection 28th November 2024. The preventive actions outlined by the registered provider were not maintained.
- One file did not include the contact details of a child’s medical practitioner.
- One file did not include the child’s immunisation record.
- Five files did not include the children’s start date of attendance.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1) The registered provider advised that the file was later discovered on the premises. All files have been reviewed and updated with the missing information. To prevent this non-compliance from happening again, we will implement a systematic checklist once a month for maintaining children's records, ensuring that all required information is collected and updated regularly.

Supporting documentation submitted

- Documentary evidence.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 15.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

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

- (h) details of attendance by each pre-school child on a daily basis;
- (i) details of staff rosters on a daily basis;
- (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)
- (h) There was a children’s attendance record available to record details of children attendance.
 - (k) There was a record book available to record accidents and incidents with a section for parental signature however the registered provider advised there has been no accidents in the service since the last inspection.

Non-Compliance Information

The registered provider did not ensure the following records were maintained:

- (1)
- (i) There was no staff roster available. This was a non-compliance on previous inspections in 2024 and 2021. The preventive actions outlined by the registered provider were not maintained.
 - (j) The registered provider did not ensure a mechanism was in place to record the administration of medication. This was a non-compliance on the last inspection 28th November 2024. The preventive actions outlined by the registered provider were not maintained.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (i) A comprehensive staff roster has been created for the two staff members onsite and is now accessible to all relevant personnel. Regular updates will be conducted to ensure it reflects any staffing changes. A standardised procedure for maintaining the staff roster has been established.
- (j) A medication administration log has been created and implemented to record all medication given to children. A standardised procedure for recording medication administration has been established, ensuring that all staff are aware of their responsibilities. The medication administration logbook will be kept onsite. Regular monthly checks will be conducted to ensure compliance.

Supporting documentation submitted

- Staff roster.
- Monthly Checklist.
- Medication logbook.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 16. This will be reviewed on the next inspection.

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-

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

Compliance Information

(1)(b) The following practices were observed to be in place to support the children attending:

- Staff were observed to engage with children using positive interaction strategies such as low tones, songs and playful engagement.
- The management of transitions was observed to be organised with clear instruction given to the children. Strategies such as giving children a notice of time before a transition were observed.
- Staff assisted children as they arrived to place their lunch in the refrigerator and to tidy up following an activity supporting self-care skills.
- Staff encouraged the use of the Irish language with the use of words and phrases during conversation with the children.

Non-Compliance Information

1. One of two child size tables in the care room was not accessible for use as it was cluttered and had large bags underneath containing a multitude of items. As a result, all children were gathered at one table during lunchtime which restricted the children's movement and comfort.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The clutter under the child-sized table has been cleared, and the bags have been relocated to a designated storage area, and unnecessary items thrown out. Ensuring that both tables are now accessible for use. This allows children to sit comfortably and move freely during lunchtime. A clutter clearance will be conducted once a month to remove any toys or items that are not needed in the classroom. This task will be added to our monthly checklist to ensure ongoing compliance and maintain a tidy environment.

Supporting documentation submitted

- Photographic evidence.
- Monthly checklist.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliance under Regulation 19.

Part V - Care of Child in Pre-school Service

Regulation 21 – Equipment and materials

A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.

Compliance Information

- There was an adequate number of child sized chairs available for the number of children attending. They were well maintained.

Non-Compliance Information

The registered provider did not ensure there was adequate equipment and materials available to the children.

1. When the inspectors arrived at the service children were present in the hall. The hall was poorly resourced, insufficiently laid out and not ready for use despite children being present. There was one ride on vehicle, two bikes owned by children present brought from home, two gym mats and colouring pencils and pages available for seven children.
2. Resources in the care room were not displayed in an inviting and accessible manner to encourage children's play. The room was observed to be cluttered with resources poorly organised reducing opportunity for extended and meaningful play experiences.
 - Boxes containing toys were disorganised with random items inside.
 - Resources were not grouped into defined areas for play.
 - Access to a shelving units with resources were restricted due to boxes or large toys that were placed in front.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The hall has been adjusted to include more activities for physical education, creating a better environment for children. Additional resources such as gym equipment and engaging physical activity options have been incorporated to enhance play opportunities. A checklist for hall readiness will be implemented to ensure that resources are adequately prepared before children arrive.
2. The care room has been reorganised to display resources in a more inviting and accessible manner. All toys have been sorted and placed in labelled boxes, ensuring that each type of resource is grouped into defined areas for play. Access to shelving units has been cleared, allowing children to reach materials easily. It will be part of the service daily checklist to ensure the classroom is clean and tidy, with toys organised in specific areas.

Supporting documentation submitted

- Photographic evidence.
- Daily checklist.
- Monthly checklist.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 21.

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 was secure when the inspectors arrived unannounced. A buzzer was in place to call the care room or hall, and staff attended the door to allow entry.
- A handrail was present on the staircase used by children to access a room for an extra-curricular activity.
- Window restrictors were observed in place.

Infection Control:

- Children's lunches were observed to be stored in a refrigerator.
- Staff were observed to clean the table before lunchtime.

Non-Compliance Information

General Safety:

1. Children were observed to eat uncut grapes brought from home at snack time. This presented a choking hazard. HSE and Tusla guidelines state that fruit served to young children must be quartered or halved. It is acknowledged that the staff member took immediate action and chopped up the grapes when the inspector brought the identified risk to their attention mitigating the risk to the child. An immediate action notice was issued.

2. The radiator in the care room which was accessible to children had a surface temperature in excess of 50°C and posed a risk of scalding. At 10.24am the temperature was 58°C. An immediate action notice was issued.
3. The hot water in both hand wash basins of the sanitary accommodation accessed by children were recorded as 45.9°C; this exceeded the allowable maximum temperature of 43°C, this posed a risk of injury and did not support effective hand washing.
4. There was no record of risk assessments available for any area of the premises. The completion of risk assessments provides for children safety as it helps staff identify possible hazards and put effective measures in place to mitigate these risks.
5. Gates positioned on both sides of the garden were observed to have low level latch locks that could be accessed by children. This posed a risk of a child exiting the garden unsupervised.
6. A staircase in the outdoor area that was accessible to children had a large piece of glass present on a step which posed a potential risk of injury.
7. The outdoor area contained a section of overgrown nettles which posed a risk of injury. This was a non-compliance on the last inspection 28th November 2024. The preventive actions outlined by the Registered Provider were not maintained.
8. Cleaning products and hand sanitizer was accessible to children the care room which posed a potential risk of accidental poisoning.
9. A large mirror in the care room was not secured to the wall which posed a potential risk of injury.
10. Trailing flexes of a T.V, DVD player, lamp and radio were observed in reach of children in the care room and posed a potential risk of injury.
11. Chairs and a play kitchen were observed stacked on a counter in the room where children attended an extracurricular activity. This posed a potential risk of injury.
12. The following items were accessible to children in the hall and posed a risk of injury:
 - Adult sized tables which children were observed to relatedly climb on. This was a non-compliance on the last inspection 28th November 2024. The preventive actions outlined by the Registered Provider were not maintained.
 - Large stacks of adult chairs were present and posed a risk they could topple on a preschool child. This was a non-compliance on the last inspection 28th November 2024. The preventive actions outlined by the Registered Provider were not maintained.
 - A large speaker with a trailing flex was present in the hall and posed a potential risk of injury.

- A trolley containing four large foldable tables.

Infection Control:

13. Children were not supported to wash their hands before eating, this is not in line with service policy and posed an infection control risk.
14. Pillows used by the children during play did not have removable, washable covers. This posed an infection control risk.

Fire Safety:

15. The door of the main entrance to the building which forms part of the fire evacuation route was observed to be obstructed by a pram. This posed a potential risk of safe evacuation in the event of an emergency. An immediate action notice was issued.
16. Although there was an attendance book available it was not completed for the children present in the service on the day of the inspection. This posed a potential risk of hindering safe evacuation of the premises in the event of an emergency. An immediate action notice was issued to the registered provider. This was a non-compliance on the last inspection 28th November 2024. The preventive actions outlined by the Registered Provider were not maintained.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. A food safety and healthy eating reminder was given the next day to all parents and the response was very positive. We will continue to practice safe food and check the children's lunches every day to ensure they are safe and healthy. The registered provider has implemented a healthy eating policy that outlines the requirement for cutting up fruits and portion sizes to make parents aware. Additionally, lunches will be checked daily to ensure compliance with these guidelines, and this will be included as part of our daily checklist
2. The radiator in the care room was turned off once the staff member was made aware. It has been altered to the appropriate temperature. This will be checked daily.
3. The registered provider received confirmation from the rentals manager that the temperature of the water has been fixed. The water temperature will now be checked daily as part of our daily checklist to ensure it remains within safe limits.

4. The registered provider has now established a comprehensive risk assessment for all areas of the premises to identify possible hazards and implement effective measures for children's safety. This will be reviewed and updated monthly.
5. The registered provider received confirmation from the rentals manager that they have made the gates safe and altered them accordingly. Staff will conduct regular safety checks on the gates, which are also included as part of our monthly and daily checklist to ensure they remain secure and inaccessible to children.
6. The piece of glass was promptly removed. Staff will conduct regular inspections of the outdoor area to ensure it remains free of hazards, and this will be included in our daily and monthly checklists for ongoing monitoring.
7. The registered provider received confirmation from the rentals manager that the overgrown nettles have been removed from the outdoor area. Staff will conduct daily and monthly checks of the outdoor area to ensure it remains free of hazards, including overgrown vegetation.
8. The registered provider has ensured that all cleaning products and hand sanitizer are now stored out of reach of children. Staff are implementing checks on our daily checklist to ensure that these products are stored safely and remain out of children's reach.
9. The large mirror has been securely fastened to the wall to eliminate the risk of injury. Staff will conduct regular safety checks as part of our daily checklist to ensure all fixtures, including mirrors, remain secure.
10. The registered provider has removed the T.V., DVD player, lamp, and radio from the classroom to eliminate the risk of injury. Staff will include checks for electrical hazards as part of the service daily checklist to ensure that any future items do not pose similar risks.
11. The stacked chairs and play kitchen have been removed from the counter to eliminate the risk of injury. Staff will implement regular checks as part of our daily safety procedures, tidying the classroom and making sure it is safe. To ensure that no items are stacked inappropriately in areas accessible to children and avoiding clutter.
12. The adult-sized tables have been removed from the hall to prevent children from climbing on them. The large stacks of adult chairs have been relocated to a secure area. The large speaker has been removed, and the trailing flex has been secured out of reach. The trolley with large foldable tables has been moved to a designated storage area. Daily checks will be conducted to identify any potential hazards are removed or secured in the hall.

Infection Control:

13. The registered provider has implemented a hand washing routine where staff actively support and remind children to wash their hands. Additionally, we have an infection control policy in place that outlines the importance of handwashing. Staff will include handwashing as a mandatory part of our daily checklist to ensure this practice is consistently followed.
14. The existing pillows were replaced with new ones that have removable, washable covers to mitigate the infection control risk. We will conduct regular checks to ensure that all pillows used in the play area have removable, washable covers. We will remove and wash once we see daily, they need to be cleaned.

Fire Safety:

15. The buggy was immediately removed from the door entrance and will not return. In the daily checklist, staff will ensure all entrances are safe to pass through, with no obstructions of fire evacuation or risks of safe evacuations.
16. The attendance record for the children has been updated. The role book is now filled out each day accordingly, and it is included in our daily checklist to ensure it is done. The attendance book remains accessible in the classroom.

Supporting documentation submitted

General Safety:

- Photographic evidence.
- Healthy eating policy.
- Daily checklist.
- Rentals manager correspondence.
- Monthly checklist.
- Risk assessment.

Infection Control:

- Infection control policy.
- Daily checklist.
- Photographic evidence.

Fire Safety:

- Photographic evidence.
- Daily checklist.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 23. This will be reviewed on the next 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 out of reach of children, readily available and easily accessible if required at any time.

Non-Compliance Information

(1) The registered provider did not ensure that a person trained in first aid was available to the children during the opening hours of the service. An immediate action notice was issued. This was a non-compliance on the last inspection 28th November 2024. The corrective action has not been carried out in line with the information provided to the inspectorate following the last inspection.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The registered provider has completed a FAR training programme.

The registered provider will maintain a monthly check up to ensure training is up to date.

Supporting documentation submitted

- FAR certificate.
- Monthly checklist.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliance under Regulation 25.

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.

Non-Compliance Information

- (1) (a)(b)(c) There was no complaints policy available on the day of inspection which outlined the information required under (a)(b) and (c).
- (2) (a)(b) There was no complaints log available to review. The inspectorate is aware of one complaint received by the service since the last inspection. There was no record of this complaint or how this complaint was dealt with.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. We now have our complaints policy in place, which is filed in the classroom. The registered provider has implemented a monthly checklist on policies to ensure they are up to date and accessible.
2. The registered provider established a formal complaints log to document the complaint received and will ensure monthly checks of the complaints log to verify that any issues requiring documentation are logged and addressed promptly.

Supporting documentation submitted

- Photographic evidence.
- Monthly checklist.
- Log.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 32.