

# Early Years Inspectorate Regulatory Report

## Pre School

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| <b>TUSLA Identifier:</b> | TU2015DY314 |
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| <b>Name of Service:</b> | Giraffe Childcare Harcourt |
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| <b>Address of Service:</b> | Iveagh Court, Harcourt Road, Charlemont Street, Dublin 2. |
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| <b>Eircode:</b> | D02 PN59 |
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| <b>Name of Registered Provider:</b> | Dearbhala Cox Giffin |
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| <b>Service type:</b> | Full Day, Part Time, Sessional |
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| <b>Date of Inspection:</b> | 04/07/2024 |
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|-----------------------------------|----|----|----|----|
| <b>No of pre-school children:</b> | AM | 79 | PM | 74 |
|-----------------------------------|----|----|----|----|

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| <b>Address of the Early Years Inspectorate:</b> | Early Years Inspectorate<br>Child and Family Agency,<br>Unit 4&5 Nexus Building Block 6A, Blanchardstown Corporate Park,<br>Dublin 15. |
| <b>Inspection undertaken by:</b>                | C. Harte and E Hosford   |
| <b>Title:</b>                                   | Early Years Inspectors   |

| Authority to Inspect   |  |
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| 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). |  |

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

Giraffe Childcare Harcourt is a privately operated full day care service located in Dublin 2. The service is one of 23 childcare services operated by the registered provider. The service caters for up to 110 children aged 0-6 years per day in a purpose-built building. The premises includes nine care rooms, three cot rooms, an additional indoor play area, a kitchen, sanitary facilities, and an enclosed outdoor play space. On the day of the inspection the Wobbler Acacia room was closed. The care rooms include:

| Room name            | Age group                         |
|----------------------|-----------------------------------|
| Wobbler Safari       | 12-16 months                      |
| Wobbler Cameroon     | 16-22 months                      |
| Wobbler Namibia      | 1.5-2.5 years                     |
| Toddler Serengeti    | 2-2.5 years                       |
| Toddler Botswana     | 2years 7 months- 2 years 9 months |
| Toddler Masi Mara    | 2.5-3 years                       |
| Preschool Kenya      | 3.5-4 years                       |
| Preschool Madagascar | 4-5.5 years                       |
| Wobbler Acacia       | Closed                            |

The service participates in the Early Childhood Care and Education (ECCE) Scheme.

### Staffing

The service currently employs 27 staff including the person in charge, two named persons to deputise, a cleaner and a chef. An area director arrived during the inspection and remained for the duration of the inspection. The registered provider does not work directly in the service.

### Methodology

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

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

The findings on inspection are based on:

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

This inspection was unannounced and focused on the area of governance, health, welfare and development of child and safety. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under:

- Regulation 11(1)(2); Staffing levels
- Regulation 16 (h)(i)(j)(k); Record in Relation to Pre-school Service,

A sampling process was used to assess compliance under the following regulations:

- Regulation 9(1)(a)(b) (2)(a)(b)(c)(d) (4); Management and Recruitment,
- Regulation 19(1)(a); Health, Welfare and Development of Child,
- Regulation 23; Safeguarding Health, Safety and Welfare of Child.

As a result, the scope of the inspection included wobbler Safari, wobbler Cameroon, toddler Serengeti, toddler Masi Mara and preschool Kenya.

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 area director, 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) The service had a designated person in charge and named persons to deputise as required. The person in charge was present in the service when the inspectors arrived and remained in the service for the duration of the inspection. A review of the roster showed that a designated person in charge is rostered to be on the premises at all times.

(c) There was a clear management structure in place and staff were aware of their role and responsibilities.

(2) A review of paperwork and conversation with the person in charge showed that there are 27 staff currently employed in the service including the person in charge. The files of 13 adults were reviewed including 11 staff who had commenced employment at the service since the last inspection, 1 cover staff from another branch and 1 student who was present on the day of inspection. Garda vetting disclosures were reviewed for all staff currently employed by the service and 1 student.

(a) Twenty-one written and verified references were available from past employers.

(b) Four written and verified references were available from a source other than a past employer.

(c) Garda vetting disclosures had been obtained for 28 adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) Police vetting was available for twelve adults who had lived in a country other than Ireland for a period of six months or more as an adult.

(4) Evidence was available to demonstrate that 10 staff working directly with the early years 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 and Youth Affairs.

### 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.*

#### Compliance Information

- (1) The registered provider ensured that an adequate number of adults were working directly with the children in the service.
- (2) The adult child ratios were correct when the inspectors arrived unannounced to the service and throughout the inspection. The following was observed:

| Room name            | Age group                            | Number of children | Staff available | Staff required |
|----------------------|--------------------------------------|--------------------|-----------------|----------------|
| Wobbler Safari       | 12-16 months                         | 9                  | 3               | 2              |
| Wobbler Cameroon     | 16-22 months                         | 9                  | 2               | 2              |
| Wobbler Namibia      | 1.5-2.5 years                        | 10                 | 2               | 2              |
| Toddler Serengeti    | 2-2.5 years                          | 11                 | 2               | 2              |
| Toddler Botswana     | 2years 7 months-<br>2 years 9 months | 6                  | 1               | 1              |
| Toddler Masi Mara    | 2.5-3 years                          | 11                 | 2               | 2              |
| Preschool Kenya      | 3.5-4 years                          | 8                  | 1               | 1              |
| Preschool Madagascar | 4-5.5 years                          | 15                 | 2               | 2              |

### 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

- (h) A daily record of attendance for children attending the service was available.
- (i) A staff roster was available, and it was reflective of the staff present.
- (j) A sample of three medication administration records were reviewed and observed to be completed in full with the necessary information. A sample of long-term medication administration forms were reviewed for two children. These were completed in line with service policy.
- (k) A sample of 15 accident and incidents records were reviewed and observed to be completed in full with all necessary information.

### 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:**

- Staff joined children at the tables during mealtimes encouraging self-feeding and assisting the children as needed. This helps promote self-care skills and independence while making mealtimes a social experience.
- A child's top was changed promptly after it got wet during an activity in toddler Masi Mara room supporting the child's comfort.

- Staff assisted children to settle to sleep by playing soft music dimming lighting and sitting beside them offering comfort.

### Supporting relationships:

- Staff in the wobblers Safari room engaged with the children in a calm manner supporting a relaxed atmosphere. The staff were observed to be knowledgeable of the individual children in their care.
- Information shared between staff members in a handover at break times was comprehensive, clear and accurate supporting effective care of the children.
- Staff in the toddler Masi Mara room were observed to use praise and positive language to encourage children's efforts and participation in turn taking games.
- Strategies used by staff to interact and support the children in the toddler Serengeti room were suitable for the age and developmental stage of the group. Staff supported a child who became upset by interacting at their level offering comfort and singing. Children were also offered guidance to resolve a dispute over a toy and encouraged to use their words to explain what happened and their feelings.
- Staff advised how they share information with parents about the child's day through a software application and conversation at collection times.

### Physical and material environment:

- The wobblers Safari room layout allowed sufficient space for the children to crawl and walk. The toys were positioned at a low level making them accessible to the children.
- Displays in the wobblers Cameroon room such as the family wall, birthday wall and daily schedule were positioned at the children's level supporting a sense of belonging and comfort within the space.
- In the toddler Serengeti room children had access to a range of resources which were grouped into defined areas such as a cosy area for rest with soft pillows and a mat, construction with blocks, cars and tracks and a kitchen area with supporting resources.

### Non-Compliance Information

#### Basic needs

1. The toileting practice of the toddler Masi Mara and toddler Serengeti rooms did not provide for children's privacy during toileting. One child sized toilet was located between the nappy changing areas of both rooms. At 12:02pm as a child was using the toilet a staff member formed a queue with a group of four children from the Serengeti room to wash their hands following dinner. The staff member and children

used a low-level sink located directly in front of the toilet as a child remained seated on the toilet. This a narrow space and resulted in the children being in touching distance and having full view of the toileting child. An additional child from the toddler Masai Mara room entered the sanitary space on the opposite side also watching the child toileting while they waited to access the sink. This is not in line with service policy that advises staff will always support children's privacy during the toileting process. It is noted additional sinks are available at both nappy changing bays and within the care rooms.

2. A divider used to separate two children's toilets in the preschool Kenya room sanitary area was open in the front meaning children remained in view of each other when using the toilet while their peers or staff accessed the sink or changing bay in the adjoining space. This did not provide for the privacy of children during toileting.

### Physical and material environment

3. The outdoor area used by the children of the toddler Masi Mara room lacked resources to allow the children to follow their own interests and provide opportunity for free choice in play encouraging movement. On the day of inspection, the garden included 1 ride on bike, 1 tunnel, 1 wooden framed structure of a train carriage and a small number of plastic blocks. It is acknowledged that staff tried to engage children in games however at times the children lost interest and wandered in the space.

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

#### Corrective and Preventive Action

##### Basic Needs

1. **Corrective action:** The issue of privacy during toileting and handwashing in Toddler Masi-mara and Serengeti has been addressed with the staff members through re-training on our policies and by introducing the use of the adult sink via a small step ladder for the children to use during busier periods.  
**Preventive action:** Management will continue to monitor the new practice.
2. **Corrective action:** Maintenance installed doors to the toilet area in Pre-school Kenya to provide additional privacy for the children when the toilets are in use.  
**Preventive action:** Should not be an issue going forward now toilet doors have been installed.

## Physical and material environment

3. **Corrective action:** Additional resources were purchased for the garden however the service is restricted in providing too many resources due to the size of the garden and the need space to allow children to freely run and jump.

**Preventive action:** Observation of the garden equipment will be carried out regularly by management.

## Supporting documentation submitted

- Staff training card.
- Photographic evidence.
- Invoice.

## Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances under Regulation 19 have been addressed. This will be reviewed at the next inspection.

## 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 service entrance was secure on arrival and staff used an intercom system to assess visitors before allowing access.
- Internal doors to access each level of the premises were secured with a phone system.
- Cleaning products were stored out of reach of children.
- Safety locks were observed in use on the fridges within the care rooms.

### Infection Control:

- Children were supported to wash their hands following time in the outdoor area in the toddler Masi Mara room and before dinner in the toddler Serengeti room.
- Warm water, dispensed soap, dispensed hand towels and foot pedal operated bins were observed in the sanitary areas.
- Nappy changing mats were observed to be clean and in good condition.

- Windows were observed open throughout the premises to allow for ventilation and fresh air to circulate.

### Administration of Medication:

- A staff member was observed to ensure a second staff member was present for the administration of medication on the day of an inspection.

### Safe Sleep:

- An ambient temperature of 18-22°C was maintained in the pre-school Kenya room where children over 1 year of age were sleeping. The sleep mats were placed around the room leaving sufficient space for staff to move around the room to check on the sleeping children.
- Children were adequately supervised in all sleep rooms. Staff were observed conducting physical checks of sleeping children every 10 minutes and details of these checks were recorded in a timely manner.

### Non-Compliance Information

#### General Safety:

1. Trailing flexes posed a risk of injury to the children. The following was observed:
  - In the wobbler Safari cot room, a shelf had four trailing flexes.
  - In the wobbler Namibia sleep room, a shelf had one trailing flex.

#### Infection Control:

2. A dried in yellow stain was observed on a cot in the wobbler Cameroon sleep room. This posed an infection control risk.
3. The nappy changing procedure was not in line with service policy or best practice guidelines and posed a risk of cross contamination. Over a sample of five nappy changes the following was observed:
  - A staff member was observed to change a soiled nappy without the use of an apron.
  - Three children with wet nappies had fresh nappies placed on without thoroughly cleaning the child as detailed in the service policy.
  - Four children did not have their hands washed following nappy changing.
4. A sand pit in the outdoor area accessed by the wobbler Namibia room was not fitted with a suitable cover and contained stagnant water mixed with sand. This posed the potential risk of illness from contaminated water.
5. In the outdoor area accessed by the wobbler Namibia room a section of the wall was observed with chipped plaster and paint posing a choking hazard.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

##### General Safety:

1. **Corrective action:** The flexes in the Safari cot room and Namibia sleep room have been encased.  
**Preventive action:** Management have informed all staff about the dangers of trailing flexes and are aware they need to inform management if moving or replacing electrical equipment.

##### Infection Control:

2. **Corrective action:** The yellow stain was removed from the cot mattress and staff were retrained on the cot room checklist form as part of our health and safety diaries.  
**Preventive action:** Regular checks of cots and cot rooms are done by management.
3. **Corrective action:** Refresher training has been carried out on our nappy changing policy and procedure including the correct procedure for handwashing.  
**Preventive action:** Management will monitor the staff to ensure the policy is being followed correctly.
4. **Corrective action:** Sand pit had been removed from downstairs garden and was cleaned, filled with fresh sand and is based in upstairs garden. Little wooden sand pit with a lid stayed based in little garden filled with different materials which are going to change on weekly basis.  
**Preventive action:** Observation of garden area equipment on regular basis.
5. **Corrective action:** The wall in the garden outside of the Wobbler Namibia room has been cleaned and repainted.  
**Preventive action:** Regular checks on the condition of the garden is included in the health and safety diaries and management will continue to monitor this.

#### Supporting documentation submitted

##### General Safety:

- Photographic evidence.

##### Infection Control:

- Staff training card.
- Photographic evidence.

# Early Years Inspectorate Regulatory Report Pre School

## Summary Comment

The inspector has reviewed the actions taken and evidence submitted. The non-compliances identified under Regulation 23 have been addressed.