

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY374		
Name of Service:	Giraffe Childcare Elm Park		
Address of Service:	Elm Park, Merrion Road, Ballsbridge, Dublin 4, Co. Dublin		
Eircode:	D04 XP26		
Name of Registered Provider:	Dearbhala Cox Giffin		
Service type:	Full Day, Part Time		
Date(s) of Inspection:	19/07/2023		
No of pre-school children:	AM	55	PM 53
Address of the Early Years Inspectorate:	The Brunel Building, Heuston South Quarter, St. John's Road West, Dublin 8		
Inspection undertaken by:	R. Brien, L. Magee & 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		

Description of service

Giraffe Childcare Elm Park is a full day care service provided by Giraffe Childcare Limited which provides 22 childcare services. The service provides full day and part-time care and caters for children from 0 to 6 years. The service is registered to operate from 07:30 to 18:30, Monday to Friday.

The service is located in an urban area and is part of a large development of apartment blocks in Dublin 4. It is a purpose built two storey building with seven care rooms. Six rooms were open on the day of inspection. Three rooms are located on the ground floor, Wobbler Cameroon caters for children aged 1 year. Wobbler Kilimanjaro caters for children aged 2 years and Junior Preschool Kenya caters for children aged 2 to 3 years. There are three care rooms located on the first floor, Baby Acacia caters for children from 11 months to 1 year. Toddler Serengeti caters for children aged 2 years and Preschool Madagascar caters for children aged 3 to 5 years. A dedicated cot room is also located on the first floor adjacent to the Baby Acacia room. There are two, fully enclosed outdoor play areas, one to the front of the premises and one to the rear of the premises.

Staffing

The service currently employs 20 staff including a manager. There were 15 staff and one student working directly with the children on the day of inspection including the manager. This included two adults from two other centres operated by the registered provider who arrived following the inspector's arrival. The service also employs a chef and two housekeepers. The area manager arrived during the morning of the inspection. The registered provider does not work directly in the service and was not present on the day of 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/ safety/ premises and facilities. The inspections may also focus on other areas as required.

The inspection focused on an examination of compliance under the following regulations:

- 9(1)(a)(b),(2),(4)- Management and Recruitment,
- 11(1),(2),(8)(a) – Staffing Levels,
- 15(1) – Record of a Pre-school child
- 16(h) - Record in relation to pre-school service
- 19(1)(a)(b) – Health, welfare and development of child,
- 20(1)(b) – Facilities for rest and play
- 23 – Safeguarding, health, safety and welfare of child,
- 26(1)(4) – Fire safety measures
- 29(c)(d) - Premises.

However, on inspection additional non-compliance which posed significant risk was identified under Regulation 16(i)(k) – Record in relation to pre-school service. These findings are outlined within the relevant regulations within this report.

- A sampling process was used to assess compliance under regulations:
 - 15(1) – Record of a Pre-school child,
 - 19(1)(a)(b) – Health, welfare and development of child.
 As a result, the scope of the inspection included the Baby Acacia, Wobbler Cameroon, Wobbler Kilimanjaro and Toddler Serengeti rooms.
- A sampling process was used to assess compliance under regulations:
 - 16(i)(k) – Record in relation to pre-school service

As a result, the scope of the inspection included the Baby Acacia, Wobbler Cameroon, Wobbler Kilimanjaro and Toddler Serengeti and Preschool Kenya rooms.

- A sampling process was used to assess compliance under regulations:

23 - Safeguarding Health, Safety and Welfare of child.

As a result, the scope of the inspection included the Baby Acacia, Wobbler Cameroon, Wobbler Kilimanjaro rooms and Preschool Kenya rooms.

- A sampling process was used to assess compliance under regulation 29(c)(d) - Premises.

As a result, the scope of the inspection included the Baby Acacia and Toddler Serengeti 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.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, area manager, 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

(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 a named person to deputise as required who were both on the premises throughout the inspection.

(2) The files of twenty-four adults were reviewed as part of the inspection. This included five staff members who had commenced working in the service since the last inspection on 19 April 2023. Documentation was reviewed in respect of these adults and met regulatory requirements as follows:

(a)(b) Of the forty-eight references that were required, thirty-nine were available from a past employer and nine were available from a reputable source.

(c) Garda vetting disclosures from the National Vetting Bureau of An Garda Síochána were available for the twenty-four staff members.

(d) Police vetting was required for seventeen staff members and was available for these staff members who had lived outside the State for a period exceeding six months as an adult.

(4) Records were available evidencing that eighteen staff members who were employed to work directly with the children held the required qualification or equivalent. Three of these staff members held letters of eligibility to practice or qualification recognition letters from the Department of Children, Equality, Disability, Integration and Youth (DCEDIY).

Non-Compliance Information

(4) There was no evidence available to show that one of the adults who was employed to work directly with the children in the service held a relevant major award in Early Childhood Care and Education on the National Framework of Qualifications. The area manager stated that this staff member has completed their studies and is currently awaiting certification.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

On the day of inspection, it was noted, that there was no evidence available for one staff member that held a major award in an Early Childhood and Education level 5. The provider would like to note that the staff member held preliminary results for her course work and was awaiting the final certification from the college to be issued. Evidence of her results were on file and re-submitted to the inspectors following the inspection along with further data in which was sent to the DCEDIY outlining her results and components for recognition.

We can now confirm that the staff member has received her documentation, supporting her reliability to practice in the early years sector from the department of DCEDIY.

The management team and HR department, work closely with each staff to obtain the relevant documents required by DCEDIY and will ensure that they are actively involved in providing all supporting documentation with each employee prior to starting in post.

Supporting documentation submitted

Written evidence was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address this non-compliance.

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) An adequate number of adults were working directly with the children at all times during the inspection.

(2) The minimum ratio of adults to children for full day care services was adhered to at all times during the inspection. There were fifty-five children attending the service being supervised by fifteen adults on the day of inspection.

(8)(a) There were at least two adults on the premises at all times.

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.*

Compliance Information

(1) A sample of ten records were reviewed. Six of these records contained the information required in (a) to (i) above.

Non-Compliance Information

(1)

(f) Two records detailing any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention were not completed fully.

(g) One record did not contain the name and telephone number of the child’s registered medical practitioner.

(h) Two records did not contain a record of immunisations, if any, received by the child.

This posed a risk to children as details were not available for children in the event of an emergency.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Following the inspection and feedback received we can confirm that all children's files were reviewed in detail. The centre management team acted immediately and re-issued all attending parents the forms outlining all information on their child's data that is set out under regulation 15 to be completed. The management team will review and oversee that all the paperwork is fully completed at the induction stage of all new children starting in the service.

Supporting documentation submitted

No supporting documentation submitted.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address these non-compliances.

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

Non-Compliance Information

- (h) Details of the attendance of each child in the Baby Acacia, Wobbler Cameroon, Wobbler Kilimanjaro, Toddler Serengeti and Preschool Kenya rooms were not maintained as follows posing a risk to the safe evacuation of children in the event of a fire:
- a. At 10:40, seven children who were present in the Baby Acacia room were not recorded on the register.
 - b. Two children who attend the Wobbler Kilimanjaro room were present in the Wobbler Cameroon room at 10:17. These children returned to the Wobbler Kilimanjaro room and were present in the room at 10:40 but were not recorded on the Wobbler Cameroon room register during this period.

- c. At 12:42, ten children who were present in the Preschool Kenya room were not recorded on the register.
- d. At 13:50, two children who were present in the Toddler Serengeti room were not recorded on the register.

This non-compliance was present on a previous inspection on 05 October 2022. The corrective and preventive actions submitted by the registered provider did not prevent recurrence of this non-compliance.

(i) The staff roster did not accurately reflect the adults working directly with the children in the service on the day of inspection and did not demonstrate planning for sufficient cover to maintain the required minimum staffing levels at all times.

Two staff members arrived, who were not rostered to work in the service, from other centres operated by the registered provider following the inspector's arrival. The manager stated that this was to provide cover for staff lunch breaks and these staff members were observed covering lunches and maintaining minimum ratios in care rooms throughout the day.

(k) On the day of inspection, in the Wobbler Cameroon room, two children were observed to bang their heads on the radiator cover in the room. A record of these incidents was not completed. Failure to record incidents and to ensure that parents have been informed of an injury to their child may pose a risk to the continuity of care of the child.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(h)

All staff have received further training on the importance of completing the attendance records for all children that are in attendance each day in the service. We work on continuous practice development with our staff team, however identifying this error has occurred again, a member of the management team will oversee that the completion of all records is included in the room checklists morning and evenings that they carry out. To note: we are introducing a parent/staff app called Family, which will allow for all children's data to be recorded remotely on the app.

This includes attendance monitoring, meals and fluid consumption, sleep and rest patterns along with nappy and toileting times covering the routine and learning opportunities in the life of child attending a Giraffe setting.

We believe as a provider this will eliminate the cross over of paperwork for our staff team and have a better streamline approach to record keeping.

The management team will monitor all registers and attendance patterns of the children throughout the day and provided ongoing training on the importance of all data being recorded correctly.

(i)

The staff roster has been updated to include additional spaces to record support staff from neighbouring Giraffe centres that may be required to give extra assistance on any particular day. Please note: On the day of inspection there was unplanned absences with staff calling in sick as they were unwell, this left the centre requiring additional supports, and the manager on duty had informed the inspectors of their arrival verbally.

The management team will ensure there is adequate space on the roster for unforeseen circumstances where other staff members might have to join the team.

(k)

All staff have been retrained on the importance of incident reporting and effective communication with actions and solutions to manage any incident that occurs involving a child in their care. All staff are aware they must inform a member of the management team by phone when any incident has occurred, and the manager will provide assistance to the team and will make the decision of action required pending the level of the incident. We note on the day of inspection our protocol was not actioned regarding the two low level incidents mentioned. Our practices as a provider when any incident occurs is to ensure that all parents are notified of all incidents that may occur to their child whilst in the service by phone or through verbal communication at collection time. At this point the team will have a full discussion with the parents outlining the incident, the actions and solutions taken.

The management team will be floor based to observe and emphasise the importance of communicating and reporting all incidents at any level, whilst ensuring staff are following correct procedures daily and the methods of training will be included in monthly staff meetings to ensure best practices is at the forefront of staff minds.

Supporting documentation submitted

Written evidence, including staff training cards, was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address these non-compliances. These actions will be assessed 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-

(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

(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)(a)(b)

The service had a healthy eating policy in place and staff reported that all meals are provided by the service. Children are offered breakfast on arrival and a fruit snack is provided during the morning. Dinner was served at 11:30. Water was given to children in the Wobbler Cameroon and Wobbler Kilimanjaro rooms with their dinner. Children were provided with bibs for dinnertime and were encouraged to feed themselves. Staff were observed sitting with children and engaging in conversation during dinner in the Baby Acacia and Wobbler Kilimanjaro rooms. Staff stated that additional servings of dinner were available if requested and inspectors observed more food being offered and given to children.

Staff were observed cleaning children's hands and faces after dinner. Children's care needs were observed to be met promptly in the Baby Acacia room, the clothes of a child whose clothes became soiled during dinner were changed. Children's nappies were changed regularly and staff were observed engaging warmly with children when providing this care. The individual sleep needs of children in the Baby Acacia room were met, with younger children in this room placed to sleep when they displayed signs of tiredness. There was a designated nap time in the Wobbler Cameroon, Wobbler Kilimanjaro and Toddler Serengeti rooms. Children from the Toddler Serengeti room who did not require a nap were brought to the Preschool Kenya room during nap time.

Staff demonstrated a good awareness of the needs of each child in their care. Staff interacted warmly with the children throughout the inspection and were observed to use gentle tones and praise when promoting positive behaviour.

Staff described how they record information about each child's day using a daily record sheet detailing information on food, sleep, nappy changes and activities. This information was shared with parents at collection time.

Care rooms were arranged to provide a range of play materials including small world toys, construction toys, musical instruments and rest areas. The care rooms provided developmentally appropriate play experiences for the children. The materials were observed to be accessible to the children on low level shelving. Low level tables and chairs were available in the care rooms. Family photos, birthday walls and children's artwork were displayed in the care rooms.

There were two fully enclosed outdoor play areas on the premises. One at the front of the building and one at the back of the building and both had shock absorbent surfacing. The areas were well resourced with a range of developmentally appropriate play equipment. Children from the Wobbler Cameroon and Wobbler Kilimanjaro rooms were observed accessing the outdoor play area on the day of inspection and were observed engaging in energetic and imaginary play.

Non-Compliance Information

Inspectors observed that the needs of all children were not adequately provided for as outlined below:

1. Children in the Baby Acacia room were not provided with opportunities to move about freely and explore their environment at times on the day of inspection. Following an art activity, two children, aged 16 and 20 months, were observed strapped into their chairs for a period of 28 and 20 minutes respectively while staff cleaned children's hands and faces following the painting activity and changed children's nappies. Children of this age require regular opportunities for full body movement.
2. Water was not accessible to children in the Baby Acacia room. Children's beakers were stored in a cupboard out of reach and sight. Water was not given to the children with their dinner and two children were placed to sleep after dinner with no drink offered.

3. A child in the Wobbler Cameroon room was observed to have a soother in their mouth for prolonged periods of time contrary to the service's policy on soother use.

Prolonged use of soothers may inhibit language and oral motor development and prevent children from interacting with their peers.

4. The prescribed sleep time scheduled in the Wobbler Cameroon and Wobbler Kilimanjaro rooms did not meet the needs of all children present as follows:

- a. A child in the Wobbler Cameroon room was placed to sleep in a cot at 12:30 and was still awake at 13:15.
- b. Two children in the Wobbler Kilimanjaro room were placed to sleep on sleep mats at 12:30 and were still awake at 13:25.

Children were required to remain in the care rooms which had been repurposed as sleep rooms whether they wanted to sleep or not. Children who were unable to sleep were not offered an alternative space to play during this time.

This non-compliance was present on a previous inspection on 05 October 2022. The corrective and preventive actions as stated by the registered provider did not prevent recurrence of this non-compliance.

5. The personal care needs of all children in the Wobbler Cameroon room were not met. Two children's tops became wet during their meal, these children were placed to sleep in their wet clothes.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. On the day of the inspection children in Baby Acacia were observed to have remained in the meal time chairs for a longer period of time than other children. On discussions with the staff team following the feedback, they confirmed that they had finished an art activity with the children and were cleaning the paint from the children's hands and faces, at this time some children requiring a nappy change, so the staff member aided to the child/children in question and carried out the changes.
- The two children highlighted were content and safe whilst observing their surroundings as the second staff continued to clean up. The provider would like to note that there was no negative intent towards the children remaining in their chairs longer than expected.

We have however, retrained the staff members in best practice surrounding art activities, how and when is best to clean up, requesting additional supports as and when required, along with effective timing and the use of meal time chairs.

The management team will conduct ongoing training with the staff team and monitor activities and transitional time periods.

2. The staff in Baby Acacia received further training on mealtimes and the importance of offering fluids to the children during each interval and noting the importance of fluid intake throughout the day.

The management team will carry out daily checks under the floor supervision model they follow.

3. All staff have been retrained on the use of the soother policy and we can confirm that children are not given soothers all day, staff are actively encouraging this method with the children and will identify the needs for a child as and when required ie: if a child is upset or when they go to sleep or simply if they require some one to one time as needed.

The management will work with parents supported by company policy on reducing the use of soothers and highlight the importance of limited use of soothers with the staff team.

4. All staff have received further training on sleep patterns. The staff teams have been advised for best practice when a child or children are placed down to rest and do not sleep after a period of 20 /25 minutes are lifted and invited to a play opportunity within the base room or can be facilitated a move to an awake room, we also encourage children who require a sleep or rest at a later interval in the day. Sleep practices will be monitored by the team they will provide solutions and actions and work in conjunction with the child's or children needs whilst observing transitions of sleep and age and stage of development changes that may occur. The additional alternatives method of practice will be reviewed and revised as and when required.

5. The management team have retrained all staff on the importance of changing children's clothes if dirty or wet after a mealtime or activity. Staff are aware for the health and welfare of a child not to place any child to sleep with a wet top.

The management will provide ongoing training to the team ensuring that all children's clothing is changed appropriately after meal times or activity time.

Supporting documentation submitted

Written evidence, including staff training cards, was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address these non-compliances. These actions will be assessed on the next inspection.

Part V - Care of Child in Pre-school Service

Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

(b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

Non-Compliance Information

(1)(b)

Children's need for rest was not adequately facilitated within the Preschool Madagascar room as there was no rest area provided to meet the needs of children attending on a full day care basis.

This non-compliance was present on a previous inspection on 05 October 2022. The corrective and preventive actions as stated by the registered provider did not prevent recurrence of this non-compliance.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(b)

Following the day of the inspection, the management re-visited the Pre-School Madagascar room, the rest area has been revamped for the children with an extensive cozy area.

The management team will conduct environment audits of the rooms periodically to check areas are meeting the needs of the children.

Supporting documentation submitted

Photographic evidence was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address this non-compliance.

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

The inspectors found by observation of practice, review of documentation, discussion with staff and inspection of the premises that the registered providers had taken the following steps to safeguard children attending:

General Safety:

- The entrance door to the service was adequately secured to ensure the safety of the children within and to avoid unauthorised persons accessing the service or children exiting unsupervised.
- Hand sanitisers and cleaning agents were stored safely out of reach of children.
- All storage facilities were inaccessible to children.
- The toys and play equipment observed in use by the children on the day of inspection appeared in good working order.
- All blind cords were secured.

Infection Control:

- Liquid soap, warm water and paper towels were available to facilitate hand washing. Staff were observed to carry out hand washing as appropriate.
- A system was in place for effective sterilisation of soothers.
- Individual bed linen was provided for children. Staff stated that bed linen is laundered daily.

Non-Compliance Information

General Safety:

1. The Wobbler Cameroon room temperature was recorded at 22.1°C at 13:30 where children were sleeping. Room temperatures where children are sleeping should be maintained between 16 and 20°C.

Infection Control:

Inspectors observed a number of practices which posed a risk of transmission of infection within the service:

2. Some nappy changing practices observed on the day of inspection in the service were inadequate for infection control purposes and at variance with the service's nappy changing procedure. Staff were observed to redress children with the same used gloves and to handle the lid of the bin during nappy changes.

3. In the Baby Acacia and Wobbler Cameroon rooms children's hands were not washed before dinner.
4. The children in the Wobbler Cameroon room were of an age where they explored toys with their mouths. There was no attempt made to remove the toys when mouthed despite the room having a designated box for this. The toys remained in use between the different children posing a risk of cross infection.
5. A child in the Baby Acacia room was given another child's water beaker to drink from by a staff member.
6. A child in the Baby Acacia room was observed picking food up off the floor after dinner and eating it.
7. A child in the Baby Acacia room was observed lifting the lid of the bin in the room and taking a box out of the bin and putting it back in several times.
8. Three sleep mats in the Wobbler Cameroon room were not placed 50cm apart during the designated sleep time.

Administration of Medication:

9. Practices in place for a child attending the service requiring emergency medication were contrary to the service policy, posing a potential risk to the health and safety of children as follows;
 - a. An auto-injector pen was observed in a child's bag on a low hook within reach of the children in the Preschool Kenya room.
 - b. A second auto-injector pen for this child, located in a plastic box in a cupboard in the room, was not stored in its original packaging and was not clearly labelled.

This non-compliance was present on a previous inspection on 05 October 2022. The corrective and preventive actions submitted by the registered provider did not prevent recurrence of this non-compliance.

Safe Sleep:

10. Practices in place in relation to safe sleep for children attending the Baby Acacia, Wobbler Cameroon and Wobbler Kilimanjaro rooms were inadequate and contrary to the service's policy on safe sleep posing a potential risk to the health and safety of children as follows;

- a. No sleep checks were recorded for a child, aged 11 months, in the Baby Acacia room who was sleeping in the adjacent cot room for a period of one hour. The inspector observed that a sleep check was not carried out for this child for a period of 15 minutes.
- b. Sleep checks were not carried out every 10 minutes in the Baby Acacia room contrary to the service's policy on safe sleep. Between 12:15 and 13:45, two sleep checks were carried out and recorded at 13:10 and 13:40 when four children were sleeping in the adjacent cot room.
- c. Sleep checks in the Wobbler Cameroon and Wobbler Kilimanjaro rooms were not sufficient. Individual, physical sleep checks were not carried out, staff were observed checking children from the centre of the room.
- d. Sleep checks for three children in the Wobbler Cameroon room were recorded retrospectively between 12:15 and 12:37.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The team have been advised of temperature levels and measures of corrective action that should be considered as temperatures may raise, this has been refreshed through additional training with the care team. The staff team will complete records and monitor temperatures and any issues will be brought to the manager's attention.
Temperatures will be monitored daily and any matters of concerns regarding room temperatures reaching the limit or higher will be reported to the maintenance team for further action if the centre measures cannot rectify the matter.

Infection Control:

2. Further training has been carried out with the team on corrective stages for the nappy changing procedure. Ongoing training for the nappy changing procedure and handwashing is carried out with the team through in face skills demonstrations training and regular auditing from the management team.

3. Further training was completed with the staff team on handwashing protocols for all mealtimes. The team have introduced individual small lunch like containers for the young wobbler rooms to facilitate correct handwashing prior to meals times, this play like measure will allow handwashing to be accurate through a play episode for the children. The management team will monitor and observe handwashing at practice review time frames that are conducted daily. They will continue to carry out training at weekly room meetings and staff meeting which are held each month.
4. The care team have been retrained on the method and importance of sterilizing any mouthed toys once the children have finished using them. The management team will ensure all staff are refreshed on the importance of sterilisation processes.
5. All beakers are labelled clearly with the child's own name. please note: the staff member was a new to the room and it was an error but not intentional. Checklists are in place to identify and upgrade labels to ensure that this matter is addressed going forward.
6. Further training was given to staff to ensure that the clean-up process of all surfaces and flooring after mealtimes is carried out. The housekeepers are also on hand to support room hygiene when required. Hygiene levels are of utmost importance and the management team will monitor and give guidance to the care team regarding the upkeep of the rooms.
7. Further training on supervision was given to all staff ensuring alerting their awareness levels to infection control. In turn the bin has relocated to a position in the room whereby children cannot gain access to. The management team will ensure infection control and hygiene measures are maintained in base rooms.
8. The staff team have received further training on the correct positioning of floor mats when children are resting. The policy has been re-issued as part of their training highlighting the 50cm apart. The team will monitor this practice and ensure the sleep mats are 50cm apart, this practice is included in staff training plans for current and new staff.

Administration of Medication:

- The emergency medication for the child in question was and has been relocated following the day of the inspection and both auto-injectors are together in a bag in a secured locked box on a hook which is positioned on a hook on the wall with a clear sign of location. The staff have been fully trained on these measures. The management team will provide ongoing training for emergency medication covering all aspects of administration, storage, date checks etc with the care team.

Safe Sleep:

- a, b, c, d

All staff have received extensive training on safe sleep provisions. It was clearly outlined to each team member throughout the centre the importance of meeting all steps of the procedure regarding safe sleep covering all aspects of matters highlighted on the day by the inspector which the provider acknowledges discrepancies in practices by the care staff. Each member of our team has completed the training provided, observations have been fulfilled by the management team ensuring that the staff are fully aware and transparent in completing the physical checks on the children every 10 min whilst children sleep directly in the base rooms or within a cot room, this in turn links to the written documentation required for sleep records which must be completed in a timely manner following the checks carried out. An additional measure is in place in rooms to alert that checks need to be completed is that timers which have been bought since the day of the inspection and they are set every 10 minutes to remind staff to complete the checks. The management team will conduct checks daily throughout sleep intervals ensuring the safe sleep checks and records are completed. Training will occur regularly with the team ensuring their knowledge and understanding of safe sleep provisions are in line with company policy.

Supporting documentation submitted

General Safety:

- Written evidence was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Infection Control:

- 8. Written and photographic evidence was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Administration of Medication:

- Photographic evidence was presented to demonstrate the corrective and preventive actions submitted by the registered provider

Safe Sleep:

10. Written evidence was presented to demonstrate the corrective and preventive actions submitted by the registered provider.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address these non-compliances. These actions will be assessed on the next inspection.

Part VI - Safety

Regulation 26 - Fire safety measures

- (1) A registered provider shall ensure that a record in writing is kept of-*
- (a) any fire drill that takes place in the premises, and*
 - (b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises.*
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

Compliance Information

- (1)(a) A written record was available detailing fire drills that had taken place in the service. The last fire drill had been recorded as undertaken on 21 June 2023.
- (b) The number, type and maintenance record of fire fighting equipment and smoke alarms on the premises was available. There was a record to show that fire fighting equipment had been serviced in April 2023 and that quarterly maintenance of the smoke alarm system had taken place on 02 June 2023.
- (4) The procedures to be followed during a fire drill and in the event of a fire were displayed in a conspicuous location within the service.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

(c) kept adequately lit, heated and ventilated

(d) cleaned, maintained and repaired, as required, and

Compliance Information

(c)(d)

On the day of inspection, the Baby Acacia and Toddler Serengeti room appeared to be adequately ventilated and the service appeared clean and well maintained.