

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL038		
Name of Service:	Tigers Childcare		
Address of Service:	College Business & Technology Park, Blanchardstown, Dublin 15, Co. Dublin		
Eircode:	D15 YW11		
Name of Registered Provider:	Therese Noonan		
Service type:	Full Day, Part Time, Sessional		
Date of Inspection:	15/07/2024		
No of pre-school children:	AM	89	PM 92
Address of the Early Years Inspectorate:	Early Years Inspectorate, Child and Family Agency, Unit 4&5 Nexus Building Block 6A, Blanchardstown Corporate Park, Dublin 15.		
Inspection undertaken by:	E Hosford, C Harte and C Kerrigan		
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

Tigers Childcare is one of 16 services operated by the registered provider. The service operates from a two-storey purpose-built building located in a business and technology park in Blanchardstown, Dublin 15. The childcare services available include a sessional Early Education and Childhood Care (ECCE) service for children aged between 2 years 8 months to 5 years from 9am to 12pm during school term time and a full day care service for children aged from birth to 6 years from 7:30am to 6:30pm Monday to Friday. A school age service is also provided for children of school going age.

There are 8 care rooms in the service, a reception area, five sleep rooms, a kitchen for the preparation of meals for the children and outdoor areas to the side and rear of the building.

The 8 care rooms in use on the day of inspection were:

Junior Discovers 1 (0-2 years)

Junior Discovers 2 (1- 2 years)

Senior Discoverers (2-3 years)

Explorers (1-2 years)

Senior Explorers (3-4 years)

Active Cubs (3-5 years)

Senior Active Cubs (4-5 years)

School Age Care (5-10 years)

The inspectors spent time in the Senior Explorers room, Senior Discoverers room and the Senior Active Cubs room.

Staffing

The registered provider employs 36 staff to include the designated person in charge, the deputy person in charge, a Quality Development Manager, 2 cleaning assistants, a chef, a maintenance personnel and 30 childcare staff.

The designated person in charge, deputy person in charge and the Quality Development Manager facilitated the inspection.

During the inspection there were 21 adults working with 89 children aged from birth to 5 years and 1 adult working with 12 school age children aged from 5-10 years.

Methodology

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

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

The findings on inspection are based on:

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

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

- Regulation 9 Management and recruitment (2)(a)(b)(c)(d), (4),
- Regulation 11 Staffing Levels (1)(2)(8)(a),
- Regulation 16(1)(k) Records in relation to the Preschool Service
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child
- Regulation 25 First Aid and
- Regulation 27 Supervision.

A sampling process was used to assess compliance under regulation:

- Regulation 16(1)(k) Records in relation to the Preschool Service
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child and
- Regulation 27 Supervision.

Regulation 9 Management and Recruitment and Regulation 11 Staffing levels were assessed in all care rooms.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

Additional Information

15 July 2024:

An Immediate Action notice was issued to the service in relation to a safety risk identified under Regulation 23- Safeguarding, Health, Safety and Welfare of Child. Please see details in the body of the report.

16 July 2024

The registered provider responded with an outline of a plan to address the non-compliance.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, deputy person in charge, the Quality Development Manager, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

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

(a) consideration of references from the person’s past employers, if any, and in particular the most recent employer, if any,

(b) consideration of references from reputable sources in the case of a person who has no past employers,

(c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and

(d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.

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

Compliance Information

(2) The staff files of 12 employees employed in the service since the last inspection in August 2023 were reviewed.

(a)(b) Two validated written references were available for the 12 staff employed and working in the service from recent past employers or a source other than a past employer.

(c) Garda Vetting disclosures were available for 36 staff members. However, the service did not adhere to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years. Please refer to the information outlined under Regulation 23 of this report.

(d) International police vetting was available from three countries in respect of three staff members who had resided outside of the jurisdiction for more than 6 months as an adult.

(4) On review of documentation available 10 staff members working with the children had evidence to demonstrate that they held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications.

Part III – Management and Staff

Regulation 11 - Staffing levels

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

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

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

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

Compliance Information

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

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

Room Name	Age profile	On day of inspection
Junior Discovers 1	0-2 years	2 adults with 5 children in the morning and 2 adults with 6 children in the afternoon.
Junior Discovers 2	1-2 years	3 adults with 15 children in the morning and afternoon.
Senior Discoverers	2-3 years	2 adults with 7 children in the morning and 1 adult with 6 children in the afternoon.
Explorers	2-3 years	3 adults with 15 children in the morning and 18 children in the afternoon.
Senior Explorers	3-4 years	4 adults with 16 children in the morning and 3 staff with 15 children in the afternoon.
Active Cubs	3-4 years	3 adults with 16 children and 2 adults with 16 children in the afternoon.
Senior Active Cubs	3-5 years and school age.	3 adults with 15 children aged 3-5 years and 2 school age children in the morning and 2 staff with 15 early years children and 1 school age child in the afternoon.

School Age Care	5-10 years	1 adult with 12 children in the morning and 10 children in the afternoon.
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(8)(a) On review of the service roster it was observed that two adults were on the premises during the operation of the service.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

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

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

Non-Compliance Information

(1)(k) On review of ten accident and incidents records it was observed that an incident record was not available for a child that was involved in an incident that occurred in the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(k) In response to the non-compliance the registered provider has stated that following the inspection the parent submitted an email to confirm that they were verbally advised on this matter on the day in question. Also, in line with the service policy and for best practice, management will ensure that an incident report form is completed for all children regardless of the nature or outcome of the incident or accident.

Supporting documentation submitted

(k) Confirmation that the parent was advised of the incident.

Summary Comment

The registered provider has addressed the non-compliance identified through the corrective and preventive actions taken.

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:

- On the unannounced arrival at the service by the inspectors, the entrance door leading into the premises was appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises throughout the inspection.
- The outdoor area to the rear of the service was secure with a locked gate and fencing.
- The kitchen area was inaccessible to the children throughout the inspection.
- Staff were familiar with the children in their care and any food intolerances or allergies. A care plan for a child that required medication was displayed and completed in line with service policy.

Infection Control:

- Nappy changing facilities were available for the children and nappy changing was completed for the children at regular intervals and when required.
- Preventive actions implemented by the service following the last inspection in August 2023 to eliminate animal excrement in the outdoor area were observed to be effective.
- Pedal operated nappy disposal bins were provided for the safe disposal of nappies.

Safe Sleep:

- 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. The temperature of the water at some of the wash hand basins in the sanitary facilities used by the children was not maintained under the recommended temperature of 43°C, this increased the potential risk of scalding a child. For example.

- Senior Active Cubs 51.7°C and 54°C at 11:13am. The Quality manager was notified of this, and staff were given instructions to supervise the children during all child handwashing as an interim measure.
- Active Cubs 49°C at 10:43am
- Explorers 49°C at 11:45am

An immediate action notice was issued on inspection with a response received from the registered provider outlining their corrective and preventive measures taken.

2. A garda vetting disclosure for one staff member was not dated within the previous three years in adherence to with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting.

3. Daily outdoor risk assessments were not carried out according to the service outdoor policy to reduce the potential risk of injury to a child. As a result, the following was observed.

- Discarded waste consisting of a plastic protective glove and used paper towel was observed in the outdoor area used by the Senior Active Cubs children.
- In the Senior Discovery outdoor area, a wooden pillar was rough to the touch and damaged with splinters evident.

Infection Control:

4. Infection control practices were not completed in the Senior Discovery room according to the service policy on infection control, this increased the potential risk of cross infection. For example.

- Children did not have their hands washed after outdoor play.
- A child's comfort blanket and toys were brought into the nappy changing area during nappy changing. The blanket was placed on the nappy changing bin during handwashing.
- A fabric book storage unit was observed to have debris and used paper tissues present.

5. The sand pit used by the children in the Senior Explorers outdoor area was not appropriately covered after use to reduce the potential risk of pest excrement.

Safe Sleep:

6. The temperature of the Junior Discovery room while six children over the age of 1 year slept was recorded as 23.6°C at 2:27pm, this exceeds the recommended temperature of 22°C while children sleep.

7. A child under the age of two years slept on a low stackable bed, which is not suitable for children under the age of two years and at variance with the service safe sleep policy and Tusla sleep guidelines. It is acknowledged that a sleep assessment had been completed with the parents of the child.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The registered provider responded to the Immediate Action Notice on the 16 July 2024 with the actions taken to address the identified risk to the children.

In response the boiler setting was altered to reduce the water temperature to below the maximum limit of 43°C. The plumber visited on 16/07 and reduced the temperatures, accordingly. The manager on duty instructed staff members of the actions to take to mitigate the risks to children's safety in the event of high-water temperatures. The taps will be run daily each morning by the team members on the opening shift. Colleagues will be briefed at centre meeting to run taps daily each morning and record on the water temperature log and report high temperatures to management in line with the risk-management policy.

2. In response the responded that immediate corrective action was taken to progress the process to completion and the colleague's garda vetting and it is now on file.

The error in the process was reviewed. A new colleague was recruited to our Human Resource support team in a compliance capacity to ensure that procedures in our Recruitment and Vetting policy are carried out appropriately.

3. To address the non-compliance the service has stated that the litter was picked up and the maintenance team repaired the pillar in the courtyard.

Colleagues will be briefed at centre meeting with the team to discuss the importance of picking up litter and informing management of any risks or hazards identified when completing the daily risk-assessment records.

Infection Control:

4. To address the non-compliances the service has stated that.

- Colleagues were briefed on the procedures within the Infection Control policy around handwashing, that children's items are prohibited in the sanitary area and cleaning routines. Colleagues were given a copy of the policy and individually reminded of the importance of facilitating this practice.
- The book unit has been cleaned out and books restored.

5. In response the maintenance team have repaired the sandpit covers to ensure they are appropriately covered. Management will discuss this at the team meeting, advising all staff members to report damage or inadequate covering of the sandpit during the daily outdoor risk assessment.

Safe Sleep:

6. The service responded that the air conditioning was adjusted to bring the room temperature to within recommended temperature levels. Staff members were briefed on the required temperature range and instructed to report to management when the room temperature starts to rise. They have been shown how to use the air conditioning unit effectively to keep the room temperature safe. An external company has also erected window reflectors to reduce the overall temperature within the building, including the cot rooms. Management will discuss the importance of safe sleep guidelines with colleagues at the next team meeting. Colleagues were instructed to complete an internal eLearning course on Safe Sleep to inform themselves of safe sleep practices.

7. To correct the non-compliance the service stated that floor beds with fitted mattresses have been ordered for children under age 2 that do not sleep in a cot. Management have briefed colleagues on the policy and instructed colleagues not to use stackable beds for children under two.

Supporting documentation submitted

General Safety:

1. Plumber Invoice and report.
2. Copy of the renewed vetting.
3. Photo of repaired pillar.

Infection Control:

4. Photo of book unit and staff meeting minutes.
5. Picture of repaired sandpit.

Safe Sleep:

6. Sample of two certificates for staff training on sleep.
7. Purchase order- floor beds suitable for children under 2 years and service staff meeting.

Summary Comment

The registered provider has addressed the non-compliances identified through the corrective and preventive actions taken.

Click [here](#) to add additional regulations

Part VI - Safety

Regulation 25 - First aid

(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.

(2) A registered provider shall ensure that a suitably equipped first aid box for children-
(a) is safely stored in an easily accessible and conspicuous position on the premises, and
(b) is available to the children attending the pre-school service at all times.

Compliance Information

(1) The registered provider ensured that an adequate number of staff held First Aid Responder (FAR) certification training. Documentary evidence available demonstrated that a staff member was available to the children during the operation of the service.

(2)(a)(b) A well-equipped first aid box was available to the staff attending to the children in the service and was stored in an easily accessible and conspicuous position on the premises.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Non-Compliance Information

1. The supervision of five children aged between 1-2 years of age while one staff member changed their nappies was not always maintained during the inspection. As a result, the inspector had to intervene to prevent a child from potentially choking by attempting to ingest a wet hand towel. While it is acknowledged that the adult child ratio was maintained, additional support and assistance should be available to staff during transitions such as nappy changing to reduce the potential risk of injury and accidents.
2. A child aged 2 years accessed a cleaning spray that was left unattended on a table. This increased the potential risk of injury and poisoning.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. In response the service has stated that management usually support the rooms during certain times, including nappy changing, mealtimes, and sleep times. On the day of inspection, it was an oversight that the manager did not support. The colleague has been instructed to always seek support from management during busy periods or times when supervision cannot be adequately maintained. Our supervision of children policy will be discussed at the next meeting.
2. The colleague has been reminded to ensure spray bottles are kept out of reach of children at all times as per our Standard Safety Practices that are displayed in each room Management will discuss our supervision policy at the next Centre meeting and will monitor and supervise practice

Supporting documentation submitted

1. Photo of standard safety practices displayed.
2. Tigers Childcare Standard Safety Practices displayed and meeting agenda-for staff meeting.

Summary Comment

The registered provider has addressed the non-compliances identified through the corrective and preventive actions taken.