

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL039
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Name of Service:	Tigers Childcare
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Address of Service:	20 St. Samson's Square, Balgriffin, Dublin 13, Co. Dublin
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Eircode:	D13 Y542
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Name of Registered Provider:	Karen Clince
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	09/05/2023
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No of pre-school children:	AM	86	PM	68
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Floor 7 Brunel Building, Heuston South Quarter, St. John's Road West, Kilmainham, Dublin 8
Inspection undertaken by:	E. Finnegan Hayes & T. Nelson
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

Tigers Childcare is a privately operated full day care service located in a residential area in Dublin 13. The service caters for up to 103 children aged 0-6 years per day in a purpose-built building with eight care rooms, two cot rooms, a kitchen, laundry room, sanitary facilities, a staff room and an office. The service participates in the Early Childhood Care and Education (ECCE) Scheme. The care rooms include:

Room name	Age group
Discoveries 1	9-15 months
Discoveries 2	1-2 years
Discoveries 3	1-2 years
Explorers 1	1.5- 2 years
Explorers 2	2- 3 years
Explorers 3	3- 4 years
Active cubs	4- 5 years
ECCE room	3-5 years

Sanitary facilities are accessible within each care room. An enclosed outdoor space available to the rear of the premises

Staffing

The service employs a total of 26 staff including person in charge, deputy person in charge, 23 childcare staff, and a cook. There were 22 staff present on the day of inspection along with an adult from a local preschool support service was also working directly with the children on the day of inspection. The quality manager was present in the service when inspectors arrived in the service and was present for the duration of the inspection. The registered provider does not work 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 an examination of compliance under Regulation 9; (1)(a)(b)(c), (2)(a)(b)(c)(d), (3), (4), Regulation 11; (1), (2), Regulation 16; (1)(k), Regulation 19; (1)(a), Regulation 23, Regulation 27, Regulation 31. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under;

Regulation 9 Management and Recruitment,
Regulation 16 Records in relation to the preschool service,
Regulation 19 Health, Welfare and Development of Child,
Regulation 23 Safeguarding Health, Safety and Welfare of Child,
Regulation 27 Supervision,
Regulation 31 Notification of Incidents.

The scope of the inspection included four care rooms; Discoveries 3 and Explorers 1. Regulation 11 Staffing Levels was assessed across all of the 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

The inspection was triggered by information received from Tigers Childcare to the inspectorate via Notification of Incident Process on the 5th May 2023.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the quality development specialist, 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.

(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(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) There was a designated person in charge and a named person to deputise when required. The designated person in charge was on the premises when the inspectors arrived unannounced and was present for the duration of the inspection.

(c) Discussion with staff and management showed a clear management structure and roles and responsibilities within the service.

(2) Discussion with management and staff and a review of the roster showed that 4 staff had commenced employment in the service since the previous inspection in February 2023; the files of these staff were reviewed.

(a) Seven written and verified references were available from a past employer in relation to 4 staff members.

(b) One written and verified reference was available from a source other than a past employer in relation to 1 staff member.

(c) Garda vetting disclosures were available in relation to 4 staff members.

(d) Police vetting was available in relation to 4 staff members who had lived outside Ireland for a period of more than 6 months as an adult.

(3) Evidence showed that all the checks required under (2) above were completed before the employment start date of 4 staff members.

(4) Evidence was available to show that 4 staff members who work directly with the 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.

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) There were 86 preschool children being cared for by 20 adults on the morning of inspection. The person in charge, deputy person in charge were available to cover breaks and assist in the care rooms as required.

(2) Ratios were maintained during the inspection. The following was observed:

Room	Age range	No. of children	No. of Adults present	Adults required
Discoveries 1	9-15 months	3	2	1
Discoveries 2	1-2 years	9	2	2
Discoveries 3	1-2 years	8	2	2
Explorers 1	1.5- 2 years	9	3	2
Explorers 2	2- 3 years	8	2	2
Explorers 3	3- 4 years	9	3	1
Active cubs	4- 5 years	22	3	2
ECCE room	3-5 years	18	3	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:

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

Compliance Information

(1)(k) The service maintained documentation detailing any accident, injury or incidents involving children attending the service.

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.

Non-Compliance Information

(1)(a) The outdoor environment was observed to lack interest areas and planning which would support and encourage the children to engage in a variety of play experiences. On the day of inspection, the garden was observed to have a limited selection of equipment available as the children arrived in the garden for example there was two mud kitchens available with no supporting props or equipment and chalk boards but no chalk. There was limited engagement between the staff and children during outdoor time. A range of interest areas housing a variety of play equipment will encourage children to engage in meaningful play experience in which staff can engage to extend the children's learning.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(a) Additional toys and equipment have been purchased to begin developing the garden. An outside company has reviewed the garden to quote on developing the garden further. Each creche, including the outdoor areas and children's rooms are regularly inspected by Tigers Childcare internal Quality Compliance Support (QCS) team and the centre manager. Managers and colleagues were reminded to complete purchase order forms if additional items are required.

Supporting documentation submitted

Documentation in relation to above has been reviewed by the Inspectorate.

Summary Comment

The registered provider has addressed the non-compliance under Regulation 19.

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 entrance to the service was securely locked on arrival and operated on a buzzer system which prevented unauthorised persons entering the building and prevented children from leaving unsupervised.
- A second door inside the entrance had a coded lock which prevent unauthorised persons accessing the care rooms and prevented children from leaving unsupervised. Staff advised that the code is changed regularly on a monthly basis.
- Evidence of an analysis which detailed short- and long-term measures to be put in place was available for review in place following an incident in the service.
- A safety gate was fitted to the kitchen to prevent access by children.
- The gate in the outdoor area was secured with button release system.

Infection Control:

- Low beds in Explorers 1 were placed a minimum of 50cms apart while children slept to prevent the spread of infection.
- Pedal operated bins were used for disposal of contaminated items in the nappy changing area.
- Soothers were kept in individual labelled containers to prevent cross contamination.
- Nappy changing was observed to be in line with best practice and the service policy.
- Handwashing was observed to be completed regularly in the service such as after nappy changing and before mealtimes.

Fire Safety:

- Fire exits were observed to be unobstructed.

Non-Compliance Information

Infection Control:

1. The worktop at the side of the sink in Explorers 1 was not sealed which prevented adequate cleaning.

Safe Sleep:

2. An ambient temperature was not maintained in Discoveries 3 room during sleep time for example at 12:12pm the temperature of the room was observed to be 21.2°C.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. The sink has been sealed. Colleagues were reminded to risk assess and flag any areas of concern during their Daily Risk Assessments and note these on a Maintenance Request Form when required. Manager & deputy will supervise and monitor practice.

Safe Sleep:

2. Airconditioning units have been installed in the service. The centre manager briefed all colleagues on the day of inspection regarding the importance of maintaining adequate temperatures. Colleagues were reminded to notify the manager/deputy manager if the temperatures are not being maintained and the manager/deputy can organise additional measures to be put in place. All colleagues were briefed on the procedure to record the actions to control room temperature. All colleagues briefed on actioning items on Rest & Sleep policy following the inspection. Water, Room & Fridge Temperature Check is used to monitor temperatures. Manager & deputy will supervise and monitor practice. All colleagues were briefed on guidelines on caring for children in hot weather as per are the public health guidelines issued by HSE following the inspection. This will be discussed again at the next centre team meeting. Manager & deputy will supervise and monitor practice.

Supporting documentation submitted

Documentation in relation to above has been reviewed.

Summary Comment

The registered provider has addressed the non-compliances identified under Regulation 23.

Part VI - Safety

Regulation 27 – Supervision

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

Compliance Information

Staff were observed to provide adequate supervision throughout the care rooms and in the outdoor area for example in the outdoor area staff positioned themselves appropriately to ensure all areas were visible ensuring children were supervised primarily by sight.

Part VIII - Notifications and Complaints

Regulation 31 - Notification of incidents

A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:

(e) an incident in respect of which a pre-school child attending the service goes missing while attending the service.

Compliance Information

(e) The evidence available showed that the registered provider had notified the Agency of an incident which had occurred within the required timeline.