

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015FL048
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<b>Name of Service:</b>	Busy Buzzing Bees Childcare Ltd.
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<b>Address of Service:</b>	Unit 29, Block 2C, Station Road, Hansfield, Dublin 15, Co. Dublin
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<b>Eircode:</b>	D15 X9EV
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<b>Name of Registered Provider:</b>	Debbie McCormac
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<b>Service type:</b>	Full Day
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<b>Date of Inspection:</b>	25/06/2024
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<b>No of pre-school children:</b>	AM	26	PM	4
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, 2 <sup>nd</sup> Floor, Unit 4/5, The Nexus Building Blanchardstown Corporate Park , Ballycoolin , Dublin 15, D15 CF9K
<b>Inspection undertaken by:</b>	T. Nelson
<b>Title:</b>	Early Years Inspector

### 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).

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

Busy Buzzing Bees Childcare Ltd. is registered to provide full day, part time and sessional care to a maximum of 107 sessional children or 83 full day care children aged 2-6 years between the hours of 8.00am and 6.00pm. The service also provides part-time care between the hours of 8.00am to 1.00pm and a sessional service from 9.00am to 12.00 noon. The service is registered to provide for school age childcare.

The service operates from a ground floor unit of a residential building in Dublin 15. There are five care rooms in the premises. On the day of the inspection the Red and Green Rooms (2 - 3years), and Yellow Room (2.5 -6years) were open. The Orange Room currently provides school age childcare in the afternoon. On the day of the inspection the Pink room was closed. There are sanitary facilities located just off the care rooms, and other facilities include an office, service kitchen and staff room and sanitary facilities.

The service has two enclosed outdoor areas; one to the rear and one to the side of the premises.

### Staffing

There are currently seven staff employed in the pre-school service including the registered provider who is supernumerary and who manages the oversight of the service. The registered provider, six staff and a student were present on the day of the inspection.

### Methodology

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

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

The findings on inspection are based on:

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

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

The inspection focused on an examination of compliance under:

- Regulation 9(1),(2)(a)(b)(c)(d), (4) Management and Recruitment
- Regulation 11(1),(2),(9) Staffing Levels
- Regulation 16(1)(h)(i)(j)(k) Records in relation to the Preschool Service
- Regulation 17 Information for Parents
- Regulation 19(1)(b) Health, Welfare and Development of child
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child
- Regulation 32 Complaints

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

- Regulation 9(1),(2)(a)(b)(c)(d), (4) Management and Recruitment
- Regulation 16(1)(h)(j)(k) – Records in relation to Preschool Service
- Regulation 19(1)(b) Health, Welfare and Development of child
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child

As a result, the scope of the inspection included the Red and Yellow rooms and did not include the Green and Orange 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 inspector wishes to acknowledge the cooperation of the registered provider, 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) The service had a designated person in charge and named person to deputise as required.

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

(c) There was a clear management structure in place, which was displayed in the hallway.

(2) The following was reviewed:

- Six full files, including a student and five adults who were new to the service since the last inspection held on the 24 April 2023.
- Garda Vetting disclosures for two staff members, where information available to Tusla showed these had required renewal since that last inspection held on the 24 April 2023.

The registered provider had completed the following checks:

(a)(b) Twelve validated written references were available from recent past employers or a source other than a past employer for the six full files reviewed.

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

(d) Documentary evidence showed that four adults had lived outside of the state for six months or more as adults and international police vetting from that state was available for inspection.

(4) The five staff who worked directly with 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, Equality, Disability, Integration 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.*

*(4) Subject to paragraph (5), where a registered provider contemporaneously provides—*

*(a) a sessional pre-school service, and*

*(b) a full day care service or a part-time day care service, or both,*

*the minimum ratio of adults to children applicable for the duration of the sessional pre-school service in respect of the children attending that service shall be the ratio specified in paragraph (3).*

*(9) In assessing compliance with the adult: child ratios specified in Schedule 6, unpaid workers and, where applicable, the person referred to in Regulation 24(2), shall not be taken into account.*

### Compliance Information

(1) On the day of inspection there were an adequate number of adults working directly with the children attending the service to meet their basic care needs. There were seven staff available to the 29 children when the inspector arrived unannounced to the service at 9.43am.

(4) The adult to child ratios were correct when the inspectors arrived unannounced to the service and throughout the inspection. Seven staff were allocated to work directly with the 26 children who were present on the day of the inspection with a breakdown as follows:

- Red room – 1 adult to 6 children aged between 2-3 years old.
- Green room - 1 adult to 4 children aged between 2-3 years old.
- Yellow room - 3 adults to 16 children aged between 3-5 years old.

(9) A student who was present on the day of the inspection was not included in the adult: child ratios of the room.

## Part IV – Information and Records

### Regulation 16 – Record in relation to pre-school service

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

- (h) details of attendance by each pre-school child on a daily basis;*
- (i) details of staff rosters on a daily basis;*
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;*
- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

### Compliance Information

(1) The registered provider maintained the following records:

(h) Attendance records detailing the arrival and departure of the children on a daily basis were maintained.

(i) A record was maintained of the staff roster which was reflective of the staff present on the day.

(j) Following a review of a sample of five records, the registered provider ensured a full record in writing was maintained for the administration of medication.

(k) Following a review of a sample of ten records, the registered provider ensured a full record in writing was maintained for accident and incidents.

### Part IV – Information and Records

#### Regulation 17 – Information for parents

*A registered provider shall ensure that a parent or guardian of a child proposing to attend the service is provided with the information referred to in subparagraphs (a) to (g) of Regulation 16(1).*

#### Compliance Information

The registered provider ensured that the information required under (a) to (g) of Regulation 16 (1) was available to the parents of children attending the service. The following was reviewed:

- Details of staffing including photographs of the staff team were displayed in the entrance hall.
- The Tusla registration certificate was displayed in the hallway which detailed the service which they are registered to provide.
- An information pack is provided to parents when they enrol their child in the service which detailed the adult: child ratios, the type of care programme and facilities provided and the opening hours and fee's.
- Parents can access the service policies which are available in the entrance hallway and on request.

### Part V - Care of Child in Pre-school Service

#### Regulation 19 - Health, welfare and development of child

*(1) A registered provider shall, in providing a pre-school service, ensure that-*

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

#### Compliance Information

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

- The staff interacted with the children in a respectful, warm and sensitive manner. Appropriate nonverbal communication such as low tones, eye level contact, touch and other strategies were observed. Verbal strategies included clear instruction on what was going to happen next, reminding the children of the

boundaries for outdoor play, and verbal signalling of transitions. These strategies can facilitate emotional and social development in young children.

- Mealtime was observed to be timely and pleasant sociable experience for the children. Children snacks were supplied by parents, and staff were observed to support the children by providing drinks and appropriate cutlery and engaged with the children throughout the experience.
- Engagement with families and parents was facilitated via an information notice board by the main entrance, daily communication books, messaging via an online messaging platform, and conversation at drop off and collection. Staff reported how they use visual supports and translation to facilitate communication where English may not be the first language of families.
- The experiences and activities provided to the children in the rooms were suitable to the age and stage of development of the children present. Children had the freedom to choose their own activities, and planned activities facilitated individual, paired and group activities.
- There was a daily routine in place which used visual imagery, and this was reflective of the practice observed on the day. This predictability can support comfort in children.
- All children were observed to access outdoor play on the day of the 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

The following measures were observed to safeguard children:

##### General Safety:

- The service had an electronic door release system in place which was managed and monitored by staff to restrict unauthorised persons from gaining access to the premise and to prevent children from exiting the service unsupervised.
- Fruit such as grapes were observed to be cut into appropriate bite sized pieces for young children.
- Cleaning agents and hazardous equipment was observed to be stored either up high of reach of children or in locked presses.
- Cables were observed to be secured.

### Infection Control:

- The premises were in a clean and hygienic condition and documented up to date cleaning records were available and displayed in the premises.
- Thermostatically controlled warm water, liquid soap and single use hand towels were available at all wash hand basins used by the children and the staff members.
- The service policy on infection control and exclusion following illness was clearly displayed by the entrance of the service.
- Suitable waste disposal units were observed throughout the care rooms and sanitary areas.
- Children's snacks from home were observed to be refrigerated, and children were provided with individual labelled drinking cups.

### Fire Safety:

- Fire evacuation procedures and evidence of recent and regular fire drills were clearly displayed throughout the service.
- Emergency exits were unobstructed.

### Non-Compliance Information

#### General Safety:

1. There was no plan displayed which clearly detailed the risks and the measures required to address these risks for a child who had additional care needs. This posed a potential risk of an oversight in the supervision requirements which could impact on their safety. It is acknowledged that this information was recorded in support plans; however, this information should be easily available to facilitate new staff or students in the care rooms.
2. The mat by the exit to the outdoor play area in the Yellow room was observed to be curled up at one corner. This posed a potential trip risk for the children.

#### Infection Control:

The following increased the potential risk of infection:

3. The protective gloves available for use in the sanitary accommodation off the Yellow room were polyurethane gloves which tear easily and do not have good barrier properties. This increased the potential of cross contamination.
4. There was no handwashing completed in the Yellow room after outdoor play and prior to the children eating their snack. Regular handwashing reduces the spread of infection.

### Fire Safety:

- The details of the attendance of the children in the Yellow room was not accurately recorded in the attendance book. The registered provider did not ensure that the method of recording the children clearly detailed the number of children present in the room. It is acknowledged that children from both the Yellow and Pink room were present on the day.

Contemporaneous accurate attendance logs must be maintained to support the safe evacuation of children in an emergency.

This was identified as a non-compliance on the previous inspection held on the 24 April 2023 and actions put in place failed to prevent a recurrence.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

#### General Safety:

##### Corrective actions:

- A care plan was developed and made available and visible for all staff, including staff covering breaks etc.
- The mat was removed.

##### Preventive actions:

- The plan was discussed at a meeting and staff commit to know and understand where this is located; and consideration given if any other children require a plan.
- The mat was removed and will no longer be used.

#### Infection Control:

##### Corrective actions:

- The service has removed all the polyurethane gloves from the changing bay. They have now been replaced with Vinyl Gloves
- The service has reminded staff and children that they must wash their hands before eating and after playing. Staff have started singing songs to aid the children support during this transition

##### Preventive actions:

- The service has checked and replaced all the change bays with a new box of Vinyl gloves where needed and have advised change in the supply of same.
- The service discussed this topic at a staff meeting and allocated a designated staff person to remind and ensure this happens daily

## Fire Safety:

5. **Corrective action:** Two staff will now monitor the attendance book, per room. This was discussed at a meeting, and commitment made to aid any staff member who may need seek help/support with completing such tasks.

**Preventive action:** The service had joined 2 classes together in the attendance log due to Graduation Day. They commit to not joining 2 classes together when holding such days so there will be no confusion as to children in the room.

## Supporting documentation submitted

### General Safety:

1. Photographic evidence.
2. Photographic evidence.

### Infection Control:

3. Photographic evidence.
4. No evidence submitted.

## Fire Safety:

5. No evidence submitted.

## Summary Comment

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

## Part VIII - Notifications and Complaints

### Regulation 32 – Complaints

*(1) A registered provider shall ensure that the complaints policy of the service specifies-*

- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,*
- (b) the manner in which such a complaint shall be dealt with, and*
- (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.*

*(2) A registered provider shall ensure that-*

- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and*
- (b) the complaint is duly dealt with in accordance with the provider's complaints policy.*

### Compliance Information

The registered provider ensured the following:

(1)(a)(b)(c) There was a complaints policy available detailing the procedures to be followed for making a complaint, the manner in how the service deals with a complaint, and the procedures for keeping the complainant informed of this process.

(2)(a)(b) There was a record available of a complaint made to the service, and there was evidence available that complaints were dealt with according to the service complaints policy.