

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL136
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Name of Service:	Charlies Childcare LTD
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Address of Service:	Unit 18, Bayside Shopping Centre, Sutton, Dublin 13, Co. Dublin
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Name of Registered Provider:	Elaine Roddy Carroll
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Service type:	Full Day, Part Time, Sessional
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Date(s) of Inspection:	21/05/2024
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No of pre-school children:	AM	59	PM	36
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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 and Á Dunne
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

Charlies Childcare LTD is a private service located in an urban area on the north side of Dublin city. The service provides full day care services to children aged from 2 to 6 years and operates from 7:30am to 6:15pm Monday to Friday. The service participates in the Early Childhood Care and Education (ECCE) scheme and offers a service for school age children.

This purpose-built service occupies the first floor of a multipurpose commercial premises and consists of five care rooms, an outdoor area, a service kitchen for the preparation of meals, a staff office, and sanitary facilities. The five care rooms are as follows.

- Lollipops room (3-5 years for children attending a sessional service from 9:30am-12:30pm and on a full day care basis).
- Flumps room (3-5 years for children attending a sessional service from 9:30am-12:30pm and on a full day care basis).
- Bonbon room (2-3 years for children attending on a full day care basis)
- Jelly Tots room (2-3 years for children attending on a full day care basis)
- Candy Floss room (3-5 years for children attending a sessional service from 9:30am-12:30pm).

Staffing

The service employs a total of 27 staff to include the registered provider, designated person in charge, deputy designated person, two area managers, a cook, a maintenance person, and 20 childcare staff, of which 15 work with the early year's children and 5 with the school age children. On the morning of the inspection there were 13 staff working with 59 children and 1 school age child and in the afternoon, there were 9 adults working with 36 early years children. The registered provider does not work within the service and the designated person in charge and the deputy person in charge are not assigned to a care room but are available to assist if required. The inspection was facilitated by the registered provider, two assigned people in charge and two area managers.

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 regulations:

Regulation 9 Management and recruitment (2)(a)(b)(c)(d), (4),

Regulation 11 Staffing Levels (1)(2)(8)(a),

Regulation 19 Health, Welfare, and Development of child (1)(a),

Regulation 23 Safeguarding Health, Safety and Welfare of child and,

Regulation 25 First Aid.

A sampling process was used to assess compliance under regulations:

Regulation 19 Health, Welfare and Development of child and

Regulation 23 Safeguarding Health, Safety and Welfare of Child.

As a result, the scope of the inspection included the Lollipops room, Bon Bon room and Candy Floss room and did not include the Flumps room and Jelly Tots room.

Regulation 9 Management and recruitment and Regulation 11 Staffing Levels were assessed across all 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.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, designated people in charge, two area managers, 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.

(6A) Paragraph (4) shall not apply to an employee of a registered provider where - (a) the registered provider receives funding for the employment of the employee pursuant to a scheme funded by the Minister and known as the Access and Inclusion Model, and (b) the employment of the employee is for the purpose of providing support, pursuant to the scheme referred to in subparagraph (a), for a child attending the service to enable the child to participate in the programme known as the Early Childhood Care and Education (ECCE) funding Programme.”

Compliance Information

(2) The files of 27 staff employed within the service were reviewed.

(a)(b) Fifty-four validated written references were available from recent past employers or a source other than a past employer for the 27 full files reviewed.

(c) Garda vetting disclosures had been obtained for all 27 declarations 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 16 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) Twenty-one staff members employed within the service had evidence to confirm they held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications along with three staff members whose documentation was not available on the last inspection.

(6A) One staff member was employed under the scheme known as the Access and Inclusion Model.

Non-Compliance Information

(2)(d) Documentary evidence showed that two adults had lived outside of the state for six months or more as adults and international police vetting from that state was not available for inspection.

(4) One staff member employed within the service and working with the early years children did not have evidence to confirm they held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2)(d) In response to the non-compliances the service has stated that International police vetting has been obtained with respect to one staff member, and one staff member has left the service.

The service will ensure that international police vetting is obtained during the recruitment process. This requires further inspection of CV's as both non-compliances were for periods of time spent in another country to work.

(4) All staff members working with the children hold a minimum Level 5 qualification and will do so going forward to ensure only qualified staff members work directly with early years children. Reminder to management that SAC team members cannot cover a room even for a few minutes, and that the Manager or Deputy should step in instead.

Supporting documentation submitted

(2)(d) An invoice for police vetting application for one staff member.

Summary Comment

Regulation (9)(2)(d) remains outstanding for 1 staff member until the police vetting disclosure has been obtained and kept on file at the service.

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) There were an adequate number of adults working directly with the children as there were 13 staff working with 59 early years children and 1 school age child in the morning and 9 staff working the 36 early years in the afternoon.

(2) It was observed that the correct adult/child ratio was maintained in the service throughout the inspection as the table below demonstrates;

Room and age profile of children	Staff: Children Morning	Staff: Children Afternoon
Lollipops room (3-5 years)	3:16	2:12
Flumps room. (3-5 years)	2:12	2:7
Bon Bon room (2-3 years)	2:9	2:8
Jelly Tots room (2-3 years)	3:9	3:9
Candy Floss room (3-5 years)	3:13 + 1 school age child	Closed
Total	13:59 + 1 school age child	9:36

** Calculated as per Schedule 6 Adult: Child Ratios Part 1.

(8)(a) The staff roster available demonstrated that two adults were on the premises during the operational hours of 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, and

Compliance Information

(1)(a)

Basic Needs:

- The children moved freely in the care rooms while exploring their environment. Staff were observed showing warmth and sensitivity in their interactions with the children while using soft and gentle tones.

Drinks of water were always available to the children within their rooms which the children accessed independently. Staff sat at the tables with the children when they were eating and engaged in conversation. Transitions between activities were managed calmly and in an organised manner with staff giving the children clear and concise instructions. Older children were supported to use the toilet independently. Staff changed the younger children's nappies at scheduled times and in between when needed. Inspectors observed staff using this time as an opportunity for warm one to one interaction.

- The rooms were laid out to support the children's independence. For example, the home area had play kitchens, pots, pans, and dishes, a shop area with play food and cash register, a construction area with work bench, shapes, blocks, connectors, nuts, and bolts.
- Tables and chairs were available in the care rooms between meals to enable the children to participate in tabletop activities such as jigsaws and puzzles. Low level baskets with each child's picture and their names were available for the children to access their belongings independently.
- Areas with mats and cushions were available for children to rest or take a break from activities. Low beds were available should a child feel unwell or wish to sleep.
- All the children spent time outdoors where there was equipment available to support full-body movement and a range of play and learning experiences. The children were dressed in clothing appropriate to the weather and had access to equipment including hoops, balance beams, blocks of varying sizes, obstacle course and four-wheel bikes.

Supporting Relationships:

- Staff in the care rooms engaged with parents daily through verbal conversation at drop off, collection and by an electronic application. The staff updated parents on their child's meals, snacks, sleeping, nappy changes and activities undertaken.
- The children were familiar with the daily routine of the service with consistent and scheduled activities planned and undertaken by the staff.
- Staff encouraged the children to interact with each other in a calm and friendly manner while emphasising turn taking and sharing.

Non-Compliance Information

(1)(a)

1. An alternative meal at lunch time was not made available or offered to three children in the Bon Bon room who did not eat the meal provided, as a result their next meal would not be given until 2:30pm. An alternative healthy food is required to be offered to children if they dislike the food offered.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. To address the non-compliance the service has stated that kitchen staff members and management have been informed to provide an alternative each day. We have upped our order with the outside catering company the service uses to account for using alternative meals in the event that children refuse dinner on a particular day.

Summary Comment

The service has addressed the non-compliance identified through the corrective and preventive action 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:

- Entrances were secured to prevent unauthorised access and children leaving unsupervised. Exits were kept clear for the safe evacuation of children in the event of an emergency.
- Heavy furniture was secured to prevent tipping and injury.
- Cleaning products and medicines were stored out of reach of children.

Infection Control:

- Warm water, liquid soap and paper towels were available at the wash hand basins in the sanitary facilities in the service. Children were observed to wash their hands before meals, after using the sanitary facilities and after outdoor play.
- The service was observed to be clean with cleaning schedules in place within the care rooms and sanitary facilities.
- Nappy changing was carried out according to the service policy and best practice guidelines.

Safe Sleep:

- Staff maintained ten-minute sleep checks on sleeping children to include each child's colour, breathing and position. Staff recorded the temperature of the care room while the children slept to ensure it remained between the recommended temperature of 16-22°C. The temperature of the room was shown as 21.8°C at 12:40pm and 21.1°C at 12:59pm.

Non-Compliance Information

General Safety:

1. The record of a child's arrival to the service at 9:30am was not reflected in the care room to ensure their safe evacuation in the event of an emergency.

Administration of Medication:

2. The parental pre consent for the administration of a prescribed medication was not available for two children attending the service. This is at variance with the service policy on administration of medication.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. In response the service has stated that all staff have been reminded of the importance of signing children in as soon as they arrive in the centre. This will also be addressed at our Training Day on June 14th. School age registration books have now been moved to the classroom and not in the lobby area to ensure that this does not happen again.

Administration of Medication:

2. All staff have been reminded of the policy in relation to medicine administration and the consent form. This will also be discussed at our Training Day on June 14th. Individual care plans will be obtained for children who require medicine such as an inhaler and the forms will be signed prior to the medication being left in the centre. Continuous reminder of policy in relation to this will be carried out.

Supporting documentation submitted

General Safety:

1. Evidence of training schedule completed by staff following the inspection.

Administration of Medication:

2. Evidence of training schedule completed by staff following the inspection.

Summary Comment

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

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) Two staff members held First Aid Responder (FAR) certification with documentary evidence available to demonstrate that a staff member was available to the children during the operation of the service.

(2) The first aid boxes within the service were suitably equipped.

(a) The first aid boxes were stored in an easily accessible and conspicuous position on the premises.

(b) The first aid boxes were available to the adults attending to the children at all times.