

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL217		
Name of Service:	Missus Tatty's Nursery Ltd		
Address of Service:	Unit 2, Littlepace Shopping Centre, Clonee, Dublin 15, Co. Dublin		
Eircode:	D15 NXT3		
Name of Registered Provider:	Rachel Prouse		
Service type:	Full Day, Part Time, Sessional		
Date of Inspection:	26/02/2024		
No of pre-school children:	AM	60	PM 29
Address of the Early Years Inspectorate:	Early Years Inspectorate 2 nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15 D15 CF9K		
Inspection undertaken by:	T. Nelson and 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

Missus Tatty's Nursery is a full day care service located in a residential area of West Dublin and is registered to provide early childhood care and education to a maximum of 90 children aged 0 to 6 years, Monday to Friday from 7.30am to 6.30pm. The service participates in the Early Childhood Care and Education (ECCE) programme, which is delivered on a sessional basis in the morning from 9.00am to 12.00pm and offers a part-time and full-time service. The service also provides for school age childcare in the afternoon.

Missus Tatty's Nursery operates from a purpose-designed premises on the first floor of a retail building with five care rooms to include the Baby Wobbler Room (1 to 2 years), Circus Room (2 to 3 years), Jungle Room (2 years 8 months to 3.5 years), Farm room (2 years 8 months to 3.5 years) and Garden Room (3 to 5 years). Other facilities include a kitchen, staff room, sanitary facilities, a nappy changing room, and an office. There is a cot room located off the Baby Wobbler room. A fully enclosed outdoor play area is available on ground floor level to the side of the building and is accessible directly from the service.

Staffing

There are currently 17 staff employed by the service including the registered provider, person in charge, cook, bus driver, and 13 childcare staff who work directly with the children. The registered provider and person in charge work in a supernumerary capacity and provide support where needed across the rooms together with managing oversight of 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 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),(4),(8) (9) Staffing Levels
- Regulation 16(1) Records in relation to pre-school service
- Regulation 21 Equipment and Materials
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child

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

- Regulation 16(1) (h)(i)(j)(k) Records in relation to pre-school service
- Regulation 21 Equipment and Materials
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child

As a result, the scope of the inspection included the Baby, Circus, Farm and Garden rooms and did not include the Jungle Room.

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, 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*

(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.

(2)

Eighteen files were reviewed, including the 17 staff and a student who was present on the day of the inspection.

The registered provider had completed the following checks:

(a) and (b) Thirty-six validated written references from recent past employers or a source other than a past employer were available for the 18 adults.

(c) Completed Garda vetting disclosures were available in respect of the 18 adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) Documentary evidence available showed that 9 adults who had lived outside of the state for six months or more as an adult had international police vetting from that state available for inspection.

(4) Fifteen 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).

(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,

(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 14 staff available to the 60 children who were present on the morning of the inspection.

(4) The adult to child ratios were correct when the inspectors arrived unannounced to the service and throughout the inspection. Twelve staff were allocated to work directly with the 60 children who were present on the day of the inspection with a breakdown as follows:

- Baby/Wobbler room - 2 adults to 6 children aged between 11 months-2 years old.
- Circus room - 2 adults to 7 children aged between 2 -3 years old.
- Jungle room - 2 adults to 14 children aged between 2 years 8 months -4 years old.
- Farm room - 3 adults to 16 children aged between 2 years 8 months -4 years old.
- Garden room - 3 adults to 17 children aged between 3 - 5 years old.

(8)(a) A review of the staff roster provided for a minimum of two adults to be on the premises during the service's operational hours.

(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:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;*
- (b) details of the class of service and the age profile of children for which the service is registered to provide services;*
- (c) details of the adult:child ratios in the service;*
- (d) the type of care or programme provided in the service;*
- (e) the facilities available;*
- (f) the opening hours and fees;*
- (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;*
- (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 ensured that a record in writing was kept of the following information in relation to the service:
- (a) Details of the name, position, qualifications, and experience of the person in charge and of every other employee were maintained within the staff files and displayed in the hallway of the service.
 - (b) The service Tusla certificate was displayed within the service and detailed the class of service and the age profile of children for which the service is registered to provide services.
 - (c) Details of the adult: child ratios were displayed in the care rooms and were available in the parent handbook which was available online.
 - (d) (e) (f) The statement of purpose and function which was available in the parent handbook outlined the type of care or programme provided, the facilities available within the service and the opening hours and fees of the service.

- (g) The registered provider maintained all of the policies required in accordance with Regulation 10.
- (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.
- (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.

Non-Compliance Information

(1)(j) The registered provider did not ensure a full record in writing with signed parental consent for the administration of medication was maintained. Following a review of a sample of ten records, four did not have a parent's signature acknowledging that the child had received medication. This could potentially increase the risk of under or overdosing on medication.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

The service will no longer solely use an online software application for medical pre-consent and medical administration. Following feedback from parents, the service have decided to use a hard copy administration of medication record book. The pre consent will be signed at drop off if parent brings in medication that needs to be administered. The parent will sign the acknowledgement of medicine administered when they collect their child. If a child needs anti febrile medicine during the day they will call the parent and they will need to sign pre-consent on the online software application system, and it will be noted in the medication record book. Then the parent will sign the acknowledgement of anti-febrile medicine at collection time. The service also maintains pre-consent for anti-febrile medicine on all children's child records forms that attend the service.

Preventive Action

The service have briefed the staff on the use of the hard copy administration of medication book. They sent out a document to parents and staff regarding the change from online software to a physical book. Room heads and management will ensure pre-consent and administration are signed by staff and parents

Supporting documentation submitted

Memo to staff and parents regarding changes in procedure regarding administration of medication

Summary Comment

The inspector has reviewed the actions taken and evidence submitted. The non-compliance identified under Regulation 16(j) has been adequately addressed.

Part V - Care of Child in Pre-school Service

Regulation 21 – Equipment and materials

A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.

Compliance Information

The service ensured there was adequate and suitable furniture and equipment available, for example:

- The furniture and equipment in the rooms was observed to be adequate for the number of children in the rooms, it was appropriate for the age range and stage of development of the children in the rooms, and was well maintained, durable and easy to clean.
- The toys and equipment were laid out on low level shelving, visible to the children, and were grouped in themed areas of interest such as home, art ‘creation stations’, construction, sensory, and library areas. Themed areas of interest facilitate children to have a more focused engagement in their play experiences.
- Each of the themed interest areas were well resourced with a wide range of props, materials and accessories accessible to the children, including a range of real-life props which can promote meaningful play experiences and extend play opportunities.
- There was a variety of play materials and equipment available to the children according to their age and stage of development, which facilitated a range of play experiences including creative, imaginative and language play and promoted exploration and curiosity.
- Images of the children and their families were displayed throughout the rooms, and children had labelled coats hooks and cubbies for their belongings. Daily routines were displayed and labelling with imagery and text was used effectively to signal where things belong. This can support a sense of comfort in knowing where things go and what will happen next.
- The outdoor environment was well resourced and defined into areas of interest including climbing wall, construction area, seating area, playhouse, outdoor kitchen with range of props and a well-resourced water play area. This equipment facilitated scientific enquiry and the development of fundamental movement skills such as running, climbing and balance.

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 main entrance to the service had an electronic entry system which was managed by staff to restrict unauthorised persons from gaining access to the premises and to prevent children from exiting the service unsupervised. The garden room, which was outside the main entrance had a code entry system in place, restricting access from unauthorised persons.
- Radiators throughout the premises were appropriately covered.
- The outdoor area was fully enclosed, with the key for the gate accessible to staff but out of reach to children.
- Cleaning products and hazardous equipment were stored up high out of reach of children.

Infection Control:

- Liquid soap, dispensed paper towels and thermostatically controlled warm water was available at all wash hand basins used by staff and children.
- Children's drinks were supplied in individually labelled cups.
- Children and staff in the Baby/Wobbler room wore indoor shoes to reduce the risk of contamination for children crawling on the floor.
- Children were observed to handwash after outdoor play and before eating.
- Children's snacks which were sent in by parents were appropriately refrigerated.

Safe Sleep:

- The temperature of the room while children were slept was within the recommended range of between 18 to 22°C for children over 12 months old.
- A log was maintained where the temperature of the room and the colour, breathing and position of sleeping children was checked every 10 minutes.
- Children were observed to use cellular blankets in line with safe sleep recommendations.

Fire Safety:

- Emergency exits were unobstructed throughout the premises.
- Accurate attendance of the children in the care rooms was recorded, facilitating the safe evacuation of the premises in the case of an emergency.

Non-Compliance Information

General Safety:

1. The following cables were observed to be unsecured and accessible to children, which posed a risk of injury:
 - The cable from the air cooler unit on the shelf in the cot room.
 - The cable from the air cooler unit in the Baby/Wobbler room.
 - The cable from a mobile phone charger in the Circus room.
 - The television cable in the Garden room.

Infection Control:

The following increased the potential risk of infection:

2. The nappy changing mat was torn leaving a surface that could not be cleaned effectively.
3. The bin in the sanitary accommodation in the Garden room was not pedal operated. This does not support effective infection control.

Administration of Medication:

4. Two teething gels which were stored in the medication box were not individually labelled and had no date of when they were opened. This posed a risk to the children as there was no way to establish a use within date and should be for individual use only.

It is acknowledged the teething gels were immediately disposed of once brought to the attention of the registered provider.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. **Corrective action:**
 - The Cable from air cooler unit on shelf was covered and secured to the wall.
 - The air purifier was removed from the room as the cable can't be secured. For the machine to work sufficiently it must be out from the wall and the service were unable to satisfactorily secure the cable.
 - Cable from the iPad in the circus room will be stored in labelled container while not in use. There is a high-speed iPad docking station that can charge multiple iPads in the staff room and two iPads in each room.

Staff are encouraged to put one on charge in the staff room at a time so there should not be any need for charging in the room. A sign was put up beside the sockets in the circus room as a reminder.

- Television cable in the Garden room has been secured with a baby proof cable tidy.
- 1. **Preventive action:** the service Health and Safety officer has added more specific checks regarding cables for the whole creche. It was also added to the daily risk assessment check on the online software application for each room.

Infection Control:

Corrective action:

2. The changing mat has been recovered.
3. A new pedal bin has been purchased for the Garden room.

Preventive action:

2 and 3. The service Health and Safety officer has added more specific checks regarding cables for the whole creche. It was also added to the daily risk assessment check on the online software application for each room.

Administration of Medication:

4. **Corrective action:** the teething gels were immediately removed.

Preventive action: Teething gels will no longer be used in the service, and parents will be advised not to bring them in.

Supporting documentation submitted

General Safety:

1. Photographic evidence

Infection Control:

2. Photographic evidence
3. Photographic evidence

Administration of Medication:

4. Photographic evidence

Summary Comment

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