

TUSLA REGULATORY INSPECTION REPORT



TUSLA Identifier: TU2015FL250

Name of Service: Popcorn Childcare

Address of Service: 20 New Street
Skerries
Co. Dublin
K34 XW95

Email Address: popcornchildcare@gmail.com

Name of Registered Service Provider: Mr. Eoin McCarthy

Type of Service Registered: Full Day Care

Date of Inspection: 2 8 0 2 2 0 2 2

No of Pre-School Children present during Inspection: AM 33 PM 29

Address of the Early Years Inspectorate: Early Years Inspectorate
180-189 Lakeshore Drive
Airside Business Park
Swords
Co. Dublin

Inspection undertaken by: S. Taaffe and A.M. Coyle
Title: Early Years Inspectors

Areas which were the subject of this Inspection		
Governance	Health Welfare and Development of Child	Safety

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	<p>Popcorn Childcare is a privately-owned and family-run Early Years service which has been in operation since 2004 and is registered to provide sessional, part-time and full day care services to pre-school children. School-aged children are not accommodated in this service. The service operates from 7.30am to 6.30pm each weekday and participates in the Early Childhood Care and Education (ECCE) scheme from 8.45-11.45am daily. The registered provider operates a separate school aged childcare service close by.</p>
Premises	<p>Popcorn Childcare is located on a residential street in the coastal town of Skerries in North County Dublin. The service is conducted from a two-storey terraced premises which was previously a family home and which has been purposely converted for use as a childcare service. There are three care rooms in operation, namely the Baby Room and the Montessori Room which are located on the ground floor and the Toddler Room which is located on the first floor. A sleep room is located on the ground floor of the premises and a fully enclosed outdoor play area is provided to the rear of the premises.</p>
Staffing	<p>The service employs a total of 12 staff members. Two of the three company directors are responsible for the day to day operational management of the service, with one of these two directors present in and managing the service on a daily basis. The third company director is the registered provider who does not work directly with the pre-school children but is involved in administered duties of this Early Years service, in addition to operating the company's separate school-aged childcare service in the town.</p>
Methodology	<p>Tusla's Early Years Inspectorate (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.</p> <p>The findings on inspection are based on;</p> <ul style="list-style-type: none"> • Information obtained through examination of documentation • Direct observation • Discussion with relevant staff <p>This inspection was unannounced and focused on areas of Governance, Health, Welfare and Development of Child and Safety. Inspections may also focus on other areas as required.</p> <p>The inspection process has been amended to minimise the amount of time that inspectors spend in the service. A sampling process was used to assess compliance under regulation 19 health welfare and development of child and regulation 23 Safeguarding health, safety and welfare of child.</p> <p>The Inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.</p>

TUSLA REGULATORY INSPECTION REPORT

	The contents of the report are compiled by the inspectorate body.
Acknowledgements	The inspectors wish to acknowledge the cooperation of the Person in Charge, staff and children who were present on the day of the inspection.

GOVERNANCE

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.
- (7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:
- (a) the policies, procedures and statements of the service specified in Schedule 5;

Compliance Information:

- (1)(a) The co-managers are the designated persons in charge of the service and there was a named person available to deputise in their absence.
- (b) One of the two co-managers was present on the premises when the inspectors arrived unannounced to the service at 9.40am on the day of inspection and remained on the premises for the duration of the inspection.
- Following a review of previous inspection records and in discussion with the co-manager it was confirmed that there were 6 new staff members working in the service since the last inspection. The files maintained for these 6 staff members were viewed by the inspectors, in addition to the file maintained for a third level student who was present on a work placement in the service on the day of inspection. The files for the registered provider, two co-managers and the remaining staff members were found to meet the regulatory requirement on previous inspections and therefore are not included in this inspection report.
- (2)(a) and (b) Two written, validated references were available for the 6 new staff members. One written, validated reference was available for the student.
- (a) Ten of the 13 written, validated references were from past employers.

Part III - Management and Staff

Regulation 9 - Management and Recruitment

	<p>(b) Three of the 13 written, validated references were from sources other than a previous employer.</p> <p>(c) Garda vetting disclosures from the National Vetting Bureau was available for the 6 new staff members and for the student.</p> <p>(d) Two international police vetting disclosures were available for new staff member who had lived in two separate countries outside the State as an adult for more than 6 consecutive months.</p> <p>(4) Five of the 6 new staff members who work directly with the pre-school children in the service had documentation available to demonstrate that they held a major award in Early Childhood Care and Education (ECCE) at Level 5-8 on the National Framework of Qualifications (NFQ) or documentation showing that the qualification held by a staff member was deemed by the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) to be equivalent to a major award in childcare.</p> <p>(7) There was evidence available in the service that the registered provider ensured that all staff members were appropriately supervised and provided with relevant information including policies and procedures. Staff members had undertaken a range of certified on-line training courses, particularly over the past two years. Relevant policies and procedures were available for inspection.</p>
<p>Non-Compliance Information:</p>	<p>(2)(a) and (b) A second written, validated reference was not available for the student.</p> <p>(d) International police vetting disclosure was not available for one new staff member who had lived outside the State as an adult for more than 6 consecutive months.</p> <p>(4) One staff member who was working directly with the pre-school children in the service on the day of inspection did not hold a major award in Early Childhood Care and Education (ECCE) at Level 5 or higher on the NFQ or a qualification deemed by the Minister to be equivalent.</p>
<p>Corrective & Preventive Action submitted by the Registered Provider</p>	<p>The registered provider stated the following corrective actions and preventive actions have been carried out:</p> <p><u>Corrective Actions:</u></p> <p>(2)(a) and (b) The student has since left the service.</p>

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Regulation 9 - Management and Recruitment

	<p>(d) The member of staff who did not have international police vetting has applied for this document from the relevant jurisdiction.</p> <p>(4) The staff member in question is a qualified Special Needs Teacher who specifically works with 2 children with special needs.</p> <p>Preventive Actions:</p> <p>(2)(a) and (b) The service will ensure students on placement have 2 references in future.</p> <p>(d) If the requirement for international police vetting comes to the attention of the registered provider in the future the service will do their utmost to ensure it is in place.</p> <p>(4) The service will try and ensure that all staff are suitably qualified.</p>
<p>Summary Comment:</p>	<p>The registered provider submitted the following documentary evidence:</p> <ul style="list-style-type: none"> • Copy of the required international police vetting document for the relevant staff member issued on 28/03/2022, translated into English. <p>The actions taken by the registered provider address the non-compliances identified in relation to Regulation 19(2)(a) and (b), references and Regulation 19(d), international police vetting.</p> <p>The non-compliance identified under Regulation 19(4) remains outstanding as the registered provider did not provide an adequate response in relation to one staff member who was working directly with the pre-school children in the service on the day of inspection who did not hold a major award in ECCE at Level 5 or higher on the NFQ or a qualification deemed by the Minister to be equivalent.</p>

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) A sufficient number of adults were rostered and observed working directly with the children throughout the inspection.

(2) The required minimum adult to child ratios were met during the inspection. The following adult to child ratios were observed when the service was operating at capacity on the day of inspection:

- In the Baby room there were 3 children aged 10-11 months and 3 children aged between 1 year 1 month and 1 year 7 months being cared for by 2 staff members.
- In the Montessori room there were 18 children aged between 2 years 10 months and 4 years being cared for by 5 staff members, one of whom was employed in a post funded by the Minister as part of the Access and Inclusion Model scheme. A student from a third level college was also present in this room, working in a supernumerary capacity whilst undertaking a work experience placement.
- In the Toddler room there were 9 children aged between 2 years 1 month and 2 years 8 months being cared for by 2 staff members.

The co-manager was also present, providing support and assistance to the children and the staff members when required.

(8)(a) The registered provider ensured that 2 adults were present on the premises at all times, as evidenced in the staff rosters and staff attendance records maintained in the service.

HEALTH WELFARE & DEVELOPMENT OF CHILD

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

Compliance Information:

(1)(a) The following observations were made on how each child's learning, development and well-being was facilitated within the daily life of the service taking cognisance that the inspectors' time in the service was reduced to minimise risk in light of the COVID-19 pandemic:

BASIC NEEDS:

- Warm and positive interactions were observed between the staff members and children during the inspection. The staff members were observed engaging with the children using welcoming facial expressions and warm vocal tones and showing a keen interest in what each child was doing.
- The service provides breakfast, morning snack and dinner for the children and the parents provide the food served to the children for their tea. On the day of inspection, the children in the Baby room received chopped fruit and brown toast for their morning snack, and lunch for all of the children throughout the service which was sourced from a specialist catering company, consisted of cottage pie. A supply of drinking water was available and accessible to the children in the care rooms, to take when thirsty during the day.
- The children's nappies were changed regularly, and promptly in between when required, with staff members observed chatting to the children during the procedures. Children who were toilet-trained were provided with discreet supervision and assistance by the staff members when required.
- The children in the Baby room were placed to sleep when they showed signs of tiredness and the children who were sleeping during mealtimes were provided with their meals when desired after waking.
- Children's transitions were supported in the service as evidenced by the staff members signposting and describing which activities were coming next, including snack time, outdoor play, tidy-up time and sleep time. A set of twins commenced attendance in the Baby room for the first time on the day of inspection. The staff members were observed assisting the children to transition from home to the service smoothly by actions such as initially short periods of attendance (an hour on the day of the inspection), getting to know the children's preferences and routines and supporting the children to develop attachments by engaging warmly and kindly with the children.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, Welfare and Development of Child

PHYSICAL AND MATERIAL ENVIRONMENT:

The low-level shelving units in the care rooms facilitated choice and child-led play experiences as the children were able to select and replace items and materials of interest.

- The Montessori room was divided by wooden fencing-style barriers into two separate areas, with the younger pre-school children in the room accommodated in one section and the older pre-school children accommodated in the other section.
- Interest areas including home areas, construction areas, art stations and libraries were clearly defined in the Toddler room and Montessori room, and these were generally adequately resourced apart from the non-compliance detailed below. A suitable range of age-appropriate wooden and plastic play materials including stacking toys, cause-and-effect toys, shape sorters, musical toys and push-along toys were provided for the youngest children in the service who are accommodated in the Baby room.
- A broad range of relevant books were provided in each care room to support the children's interest, learning and language development.
- An adult chair was provided in the Baby room to allow the staff members to sit and feed, hold and comfort the children.
- Family photographs were on display at the children's eye level in the care rooms to bridge the gap between the service and home.
- A safety-surfaced fully enclosed outdoor play area was located to the rear of the premises, accessed directly from the Montessori room. Fixed rocking toys, ride-on toys and a large wooden climbing frame with stairs, standing platforms, an attached slide and climbing nets were amongst the equipment provided to facilitate outdoor play experiences for the children.

Non-Compliance Information:

The registered provider did not ensure that each child's learning, development and well-being was facilitated within the daily life of the service in relation to the following:

BASIC NEEDS:

1. In the Baby Room, a staff member was observed to stand over the younger children when they were being fed in highchairs at dinner time, rather than sitting down at eye level in front of the children. This reduced the opportunity for the staff member to make eye contact with and meaningfully interact with the children during the meal.

PHYSICAL AND MATERIAL ENVIRONMENT:

2. The wooden kitchen in the section of the Montessori room used to accommodate the younger pre-school children did not contain supportive play equipment such as food, pots, pans, crockery or cutlery to invite children to become involved in meaningful play experiences. The stand-

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, Welfare and Development of Child

	alone kitchen did not readily facilitate the children to engage in role play or imaginative play.
Corrective & Preventive Action submitted by the Registered Provider	<p>The registered provider stated the following corrective actions and preventive actions have been carried out:</p> <p>Corrective Actions:</p> <ol style="list-style-type: none"> 1. The staff member has been spoken to and advised re correct interaction. 2. The wooden kitchen has been redeployed to be in a better location. More supportive equipment has also been introduced. <p>Preventive Actions:</p> <ol style="list-style-type: none"> 1. The staff member will in future look into the eyes of the child. 2. The play kitchen will continue to be more accessible.
Summary Comment	The non-compliances identified under Regulation 19 on inspection appear to have been addressed. Implementation and sustainment of these corrective actions and preventive actions will require assessment at future inspection, particularly as documentary evidence was not submitted with the Corrective Action and Preventive Action (CAPA) in relation to the provision of supportive play equipment for the wooden kitchen in the Montessori room.

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:	<p>The following are examples of infection control measures undertaken in the service to safeguard the health, safety and welfare of the children. The time spent in the premises was reduced in order to minimise risk, taking cognisance of the COVID-19 pandemic.</p> <p>INFECTION CONTROL:</p> <ul style="list-style-type: none"> • Liquid soap, paper hand towels and electric hand dryers were provided to support hand hygiene in the sanitary accommodation of the service. Hand sanitiser gel containing 70% alcohol was provided in the care rooms to facilitate additional hand hygiene procedures to be undertaken. Appropriate hand hygiene procedures were observed to be carried out with children seen washing their hands before eating, after using the toilet, and following outdoor play and messy play.
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Part VI - Safety

Regulation 23 - Safeguarding Health, Safety and Welfare of child

	<ul style="list-style-type: none"> • The premises, play equipment and materials were in a clean and hygienic condition. • Up to date documented cleaning schedules were on display in the service. • Soothers were individually labelled and stored in personalised containers when not in use. • Refrigerators were available and used in the care rooms to store the food provided by the parents for the children’s tea. This reduced the risk of bacteria growth in perishable food items. • Appropriate personal protective equipment including disposable aprons, suitable disposable gloves and masks were available in the service. • When asked, staff members accurately described the symptoms of COVID-19 and the isolation procedures to be followed in the event of an adult or child becoming unwell whilst attending the service.
<p>Non-Compliance Information:</p>	<p>The following infection control risks were identified that could impact on the health, safety and welfare of a pre-school child attending the service:</p> <p>INFECTION CONTROL:</p> <ol style="list-style-type: none"> 1. Some staff members described inadequate and variable procedures in relation to the management of mouthed toys in the service. For example, the inspector was informed that anti-bacterial surface cleanser was used to sanitise the mouthed toys in the service on a daily basis. The staff members could not describe appropriate preparation and use of the sterilising solution provided in the service. 2. Babies and children’s hands were not always washed after nappy changing. 3. Toast was served directly on the tabletops of the highchairs rather than on plates in the Baby room. 4. Warm water was not available in all areas to support effective hand washing. The water at the hot tap in the sanitary accommodation on the first floor of the service was cold to touch; additionally, the water at the hot tap at the sink in the Toddler room was cold. Cold water does not support pre-school children to effectively wash their hands.
<p>Corrective & Preventive Action submitted by the Registered Provider</p>	<p>The registered provider stated the following corrective actions and preventive actions have been carried out:</p> <p><u>Corrective Actions:</u></p> <ol style="list-style-type: none"> 1. Staff members are continuously informed about appropriate sanitisation measures. 2. Hand washing procedures have been reinforced. 3. Plates are available to serve food. 4. Plumber has been called to check water temperatures.

Part VI - Safety

Regulation 23 - Safeguarding Health, Safety and Welfare of child

	<p>Preventive Actions:</p> <ol style="list-style-type: none"> 1. These appropriate measures have been rigorously reinforced again to avoid reoccurrence. 2. Staff have been told that proper hand washing measures must always be adhered to. 3. Staff have been told that plates must always be used to serve food. 4. Water temperatures will be monitored.
<p>Summary Comment:</p>	<p>The non-compliances identified under Regulation 23 on inspection appear to have been addressed. Implementation and sustainment of these corrective actions and preventive actions will require assessment at future inspection, particularly as documentary evidence was not submitted with the CAPA in relation to the provision of thermostatically controlled hot water in the sanitary accommodation on the first floor.</p>

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.

<p>Compliance Information:</p>	<p>(1) The registered provider ensured that a person trained in first aid for children was at all times immediately available to the children attending the service. This was evidenced in the staff members' paediatric first aid training records maintained, written confirmation that a staff member held in-date First Aid Response (FAR) training and through reviewing the service's staff roster.</p> <p>(2)(b) The first aid boxes were available for the children attending the pre-school service at all times.</p>
<p>Non-Compliance Information:</p>	<p>(2)(a) The first aid boxes in the Baby room and the Montessori room were not suitably equipped as some of the limited stock of wound dressings available were out of date in addition to a batch of expired cleansing wipes and eye wash.</p>
<p>Corrective & Preventive Action submitted by the Registered Provider</p>	<p>The registered provider stated the following corrective actions and preventive actions have been carried out:</p> <p>Corrective Actions:</p> <p>(2)(a) Wound dressings, eyewash and wipes have been replaced.</p>

Part VI - Safety

Regulation 25 - First Aid

	<p>Preventive Actions: (2)(a) Staff instructed to monitor expiry dates.</p>
Summary Comment:	The non-compliance identified under Regulation 25 on inspection appear to have been adequately addressed. Implementation and sustainment of these corrective actions and preventive actions will require assessment at future inspection, particularly as documentary evidence was not submitted with the CAPA.

Part VI - Safety

Regulation 26 - Fire Safety Measures

	<p>(1) A registered provider shall ensure that a record in writing is kept of— (a) any fire drill that takes place in the premises, and (b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises</p>
Compliance Information:	<p>(1)(a) A record was maintained of all fire drills which had been completed in the service. The records indicated that fire drills were carried out monthly with the most recent fire drill conducted on 16 February 2022. (b) A record was kept of the number, type and maintenance of the fire fighting equipment and smoke alarms in the premises. The fire extinguishers and the fire detection system were certified as having been most recently serviced in January 2022. (4) Notices of the procedures to be followed in the event of a fire were conspicuously displayed in the premises.</p>

Additional Significant Risks Identified

Regulation 23 - Safeguarding Health, Safety and Welfare of child

	<p><i>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.</i></p>
Non-Compliance Information:	<p>Risk regarding the safety of the children has been identified in relation to safe sleep and general safety:</p> <p>SAFE SLEEP:</p> <ol style="list-style-type: none"> Based on the practices viewed and the records maintained on the day of the inspection and on an examination of the service's previously completed sleep logs, it was evident that sleep checks were routinely

Additional Significant Risks Identified

Regulation 23 - Safeguarding Health, Safety and Welfare of child

	<p>conducted at 15-minute intervals. This was at variance with the national best practice safe sleep guidelines regarding the completion of contemporaneous sleep checks at 10 minutes intervals on all sleeping and resting children in an Early Years' service.</p> <ol style="list-style-type: none"> The 8 cots in the sleep room were positioned less than the required 50cm apart as the cots were placed end to end or side to end, with the adjacent cots touching each other. This increased the risk of cross infection and also posed a risk that the children could make physical contact with each other and potentially engage in hair pulling, biting or other injurious behaviours. It is acknowledged that the positioning of the cots would not prevent the staff members from easily accessing the children in the cots in the event of an emergency, as at least one end and one side of each cot was unobstructed and freely accessible. This non-compliance was also found at the time of the last inspection in January 2020. There was less than the required 50cm distance maintained between the sleep mats on the floor of the Toddler room when the children were sleeping. <p>GENERAL SAFETY:</p> <ol style="list-style-type: none"> A basket of toiletries including barrier creams for nappy changing were stored at ground level and therefore directly accessible to the children in the sanitary facilities on the first floor of the service.
<p>Corrective & Preventive Action submitted by the Registered Provider:</p>	<p>The registered provider stated the following corrective actions and preventive actions have been carried out:</p> <p>Corrective Actions:</p> <ol style="list-style-type: none"> Staff informed that sleep checks are carried out at 10-minute intervals. As explained at inspection it is necessary to have 8 cots available for the number of babies present. Due to building constraints the size of the room cannot be extended. This practice has been in place since the service opened in 2004. In that period there has never been a sleep related incident. Staff have been informed to maintain at least 50cm between sleep mats in the Toddler room. Staff have told not to store toiletries at ground level. <p>Preventive Actions:</p> <ol style="list-style-type: none"> Sleep checks will be carried out at 10-minute intervals going forward. Toiletries will not be stored at ground level going forward.
<p>Summary Comment:</p>	<p>The actions undertaken by the registered provider address the non-compliances identified in relation to Regulation 23, points 1, 3 and 4.</p>

Additional Significant Risks Identified

Regulation 23 - Safeguarding Health, Safety and Welfare of child

The non-compliance identified regarding the placement of the cots in the sleep room was previously identified at the time of the last inspection on 10/01/2020 and remains outstanding. The registered provider is required to take steps to reduce the spread of respiratory infections and to ensure that there are no safety risks to children.

Additional Significant Risk Identified

Regulation 29 - Premises

*A registered provider shall ensure that the premises of the service are—
(e) equipped with adequate and suitable sanitary facilities.*

Non-Compliance Information:

- (e)
1. The toilet seats had become detached from three separate low-level toilets in the sanitary accommodation in the service. This resulted in these toilets being uncomfortable and unsuitable for use by the pre-school children.
 2. Both taps at one of the sinks in the sanitary accommodation on the ground floor were leaking. Water was observed squirting and dripping from the base of the tap levers rather than flowing from the spouts. This resulted in an inadequate flow of water directly from the taps which was insufficient to support effective hand hygiene. This non-compliance was also found at the time of the last inspection in January 2020.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated the following corrective actions and preventive actions have been carried out:

Corrective Actions:

1. New toilet seats have been delivered for all 4 children's toilets and are to be fitted by the service's handyman.
2. Handyman is due to fix dripping taps.

Summary Comment

The registered provider submitted the following documentary evidence:

- Photographs of 4 new toilet seats fitted on the low-level toilet seats in the service.
- Photographs of new taps in place in a number of wash hand basins in the service.

The non-compliances identified under Regulation 29(e) on inspection have been adequately addressed.