

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015FL277			
<b>Name of Service:</b>	St Helena's Resource Centre			
<b>Address of Service:</b>	St. Helena's Road, Finglas South, Dublin 11, Co. Dublin			
<b>Eircode:</b>	D11 N928			
<b>Name of Registered Provider:</b>	Audrey Cruise			
<b>Service type:</b>	Sessional			
<b>Dates of Inspection:</b>	12/12/2024			
<b>Date 2 of Inspection:</b>	30/01/2025			
<b>No of pre-school children:</b>	AM	N/A	PM	N/A
<b>Day 2</b>	AM	4	PM	N/A

<b>Address of the Early Years Inspectorate:</b>	<p>Early Years Inspectorate 2nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15   D15 CF9K</p>
<b>Inspection undertaken by:</b>	C Kerrigan
<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).

## Conditions if applicable

Not applicable

## Description of service

St Helena's Resource Centre is non-profit sessional service located in a family resource centre in an urban residential area. The service is registered to provide early childhood care and education to a maximum of 12 children aged 0-6 years. The service is open from Monday to Friday from 10am-1pm to care for children whose parents attend the family resource centre. Children have access to a care-room with an adjoining outdoor area. There is a nappy changing area and children's sanitary area also available, accessed via the main care room.

## Staffing

There are currently three staff members employed to work directly with the children. The registered provider does not work directly with the children within 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 announced and focused on the area of governance, safety, premises and facilities. The inspection may also focus on other areas as required.

- Regulation 9(1)(2)(3)(4) Management and recruitment.
- Regulation 10 Policies, Procedures of a Pre- School Service.
- Regulation 11(1)(8)(a) Staffing Levels
- Regulation 15 (1)(3)(c) Record of a Pre-School Child
- Regulation 16 (1)(k) Record in relation to the preschool service
- Regulation 21 Equipment and Materials.
- Regulation 23 Safeguarding Health, Safety and Welfare of Child.
- Regulation 25 (1)(2) First Aid
- Regulation 26 (1)(4) Fire Safety Measures.

However, on inspection additional non-compliances which posed a risk were identified under Regulation 29 Premises.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

### Additional Information

An Immediate Action notice was issued to the service on the 31 January 2025 under Regulation 23 in relation to Regulation 25 First Aid. A written response was received from the registered provider on the 31 Jan 2025 which mitigated the risk identified. Please see details in the body of the report.

An Immediate Action notice was issued to the service on the 31 January 2025 under Regulation 23 in relation to Regulation 29 Premises. A written response was received from the registered provider on the 31 Jan 2025 which mitigated the risk identified. Please see details in the body of the report.

A referral has been made to a Quality Development Programme.

### Acknowledgments

The inspector wishes 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*
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.*

*(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-*

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,*
- (b) consideration of references from reputable sources in the case of a person who has no past employers,*
- (c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and*
- (d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.*

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

*(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early Childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.*

### Compliance Information

- (1)
- (a) There was a designated person in charge and a named person to deputise as required.
  - (b) The deputy person in charge was on the premises throughout the inspection.
  - (c) There was a clear management structure within the service, this was clearly displayed on the wall in the care room.
- (2) The files of all four staff members including the registered provider were reviewed.
- (a) The registered provider had five written and validated references from past employers for three members of staff.
  - (b) The registered provider had three written and validated references from a source other than a previous employer for two members of staff.
  - (c) Garda Vetting disclosures were available for the registered provider and three members of staff who work directly with the children. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years for four of these adults.
  - (d) Police vetting was not required as no staff member had lived in a state other than the Ireland for a period of longer than six consecutive months.
- (3) The registered provider ensured that all references and garda vetting procedures were completed prior to any staff member being allowed access or contact with a child attending the pre-school.
- (4) Three members of staff who worked directly with the children held a major award at Level 5 or higher in Early Childhood Care and Education on the National Qualifications Framework.

## Part III – Management and Staff

### Regulation 10 - Policies, procedures etc. of pre-school service

*A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.*

#### Compliance Information

The registered provider ensured that a sample of the required written policies, procedures, and statements specified in schedule 5 were in place in the service.

The content of the following policies was reviewed and met the requirement of the regulations:

- Statement of Purpose and Function.
- Complaints Policy.
- Policy on Administration of Medication.
- Policy on Infection Control.
- Policy on Managing Behaviour.
- Policy on Safe Sleep.
- Fire Safety Policy.
- Policy on Healthy Eating.
- Settling In Policy.

### 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.*

*(3) Subject to paragraph (5), a registered provider of a sessional pre-school service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 2 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) therefore 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) The registered provider ensured that an adequate number of adults were caring for the children in the service on the day of inspection. Two adults were caring for four children.

(3) The adult to child ratios were maintained as follows.

- Two adults caring for four children aged 6 months to 2.5 years of age.

(8) (a) Discussion with the registered provider and staff and a review of the service roster showed that there were two adults are on the premises at all times.

### Part IV – Information and Records

#### Regulation 15 – Record of pre-school child

*(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:*

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

*(3) A record in writing referred to in paragraph (1) or (2) shall be open to inspection on the premises by-*

- (c) an authorised person.*

#### Compliance Information

(1) The registered provider ensured that a written record was kept for each children attending the pre-school service. The written records of six children were reviewed and found to be fully completed, they contained the required information.

(3) (c) The register provider ensured that a record in writing was available for inspection and on the premises by the Inspector.

### Part IV – Information and Records

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

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

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

#### Compliance Information

(1) The registered provider ensured that the service kept a record in writing with the following information.

(k) One accident and incident form was reviewed and found to be fully completed.

### 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 large care room was clean with colourful flooring underfoot.
- Low level open shelving is provided to allow children access to toys and materials of their choosing.
- The care room had two low tables and low-level chairs to accommodate older children attending the service.
- The care room had a sensory tray which was well stocked with cars, spades, buckets allowing for the development of sensory, fine motor and spatial play.
- The care room equipment and materials available included: a play kitchen, sand trays. Wall mounted busy boards that enriched fine motor skills and problem solving, two jigsaws, trucks and cars.
- There were two cots located in a quieter area of the care room to ensure the sleep needs of younger children were met.
- There is one small outdoor play area accessible from the rear of the care room.

#### Non-Compliance Information

1. The registered provider did not ensure an adequate space for rest and relaxation for the older children attending the service. There was no cosy area in the care room for children of differing age ranges to rest and relax during their time within the service.

2. Materials present within the care room were not sufficient for younger babies, specifically those under 1 year of age, who were present on the day on inspection. This is evidenced in the following ways:
  - The low wooden chairs within the care room were too high for the three children who were less than one year old to navigate or sit in safely. An 11-month-old child was observed trying to sit on these chairs but due to the height was unable to do so, with the chair becoming wobbly. A child of seven months old was observed being fed in a highchair that was secured to the low-level table, the child was too far from the table and could not engage with the food independently, therefore preventing a child's ability to feed and play independently.
  - The care room did not provide an appropriate play space for young babies for example: A child 6-month-old baby was cared for between a bouncer chair and a staff members lap during the course of the inspection. Limiting their gross motor development and play opportunities.
  - On the day of inspection there was a lack of suitable and developmentally appropriate toys for the younger babies attending the service. For example, those children under one year were observed walking along low-level shelving with another playing with a plastic battery-operated toy and car. The lack of age-appropriate materials limits children's decision-making opportunities and prevents independent play.
3. The outdoor area had no visible play equipment.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

1. The registered provider has stated that a referral has been made to a quality improvement service for guidance and support in zoning the creche age appropriately. New equipment will be purchased following the guidance of the service. The registered provider held a meeting on the 11<sup>th</sup> of February with staff team to discuss use of age-appropriate toys and layout of the creche. Staff will ensure age-appropriate toys are available in the room to promote opportunities for motor development and play.
2. The registered provider has stated that a referral has been made to a quality improvement service for guidance and support in zoning the creche age appropriately. The registered provider held a meeting on the 11<sup>th</sup> of February with staff team to discuss use of age-appropriate toys and layout of the creche. Staff will ensure age-appropriate toys are available in the room to promote opportunities for motor development and play.
3. The registered provider has stated that a power washer has been purchased for the upkeep of the outdoor space, with works commencing on a sensory garden. This sensory garden area will be utilised for outdoor play and development. Maintenance has been scheduled to power wash the area monthly.

Outdoor play equipment to be set up when weather permits, whilst awaiting on the immediate build of the playground.

### **Supporting documentation submitted**

1. The registered provider has submitted evidence of a staff meeting minutes and referral to quality support service.
2. The registered provider has submitted evidence of a staff meeting minutes and referral to quality support service.
3. Picture evidence has been submitted and reviewed.

### **Summary Comment**

The registered provider has taken steps to address the non-compliances under Regulation 21. This will be reviewed on the next 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**

#### **General Safety:**

- The entrance doors to the care room were appropriately secured. With the main entrance to the building accessed via a call bell system, thus preventing unauthorised access.
- Sleep schedules and room risk assessments were completed and available for review on the wall of the care room.
- Hazardous cleaning products were stored out of reach of children in high shelving or locked presses.

#### **Infection Control:**

- Thermostatically controlled warm water, along with liquid soap and single use paper towels were available to support handwashing for children and adults.
- Lidded pedal operated bins were available for the safe disposal of waste.
- The cleaning schedule was discussed and the practices outlined were reflective of the services infection control policy.

### Administration of Medication:

- Medication was stored safely away from children. Staff were able to discuss the procedure for safe administration of medication within the service if medication was prescribed for a child.

### Safe Sleep:

- To facilitate safe sleep two cots are available for younger babies within the service.
- Through discussion with staff and review of the service sleep policy bedding is changed after each use. With bedding being replaced daily if not utilised.

## 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

- (2)
- (a) The registered provider ensured that an adequately stocked first aid box was safely stored in an easily accessible and conspicuous position within the care room.
  - (b) The registered provider ensured that a first aid box was readily available to adults caring for children attending the service.

### Non-Compliance Information

- (1) An Immediate Action Notice (IAN) was issued on the 31 January 2025 as the registered provider did not ensure that there was any member of staff trained in paediatric first aid/FAR available to the children on the day of inspection. A sufficient number of adults must be trained with First Aid Responder training and available to children at all times to include cover of appointments, leave and breaks.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

- (1) Staff member with FAR training has returned to work. Additional training has been sought for other members of staff.

### Supporting documentation submitted

FAR certificate and roster reviewed.

### Summary Comment

The corrective and preventative actions undertaken by the registered provider have addressed non-compliance under Regulation 25.

## Part VI - Safety

### Regulation 26 - Fire safety measures

- (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 firefighting 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.

### Compliance Information

- (1)
- (a) The last recorded fire drill that was carried out in the service was 4 December 2024.
  - (b) A record of the number, type and maintenance record of firefighting equipment and smoke alarms in the premises was available for review. The record showed that the firefighting equipment and smoke alarms were serviced on the 7 July 2024.
- (4) Fire evacuation procedures were displayed throughout the service.

### Part VII - Premises and Space Requirements

#### Regulation 29 - Premises

*A registered provider shall ensure that the premises of the service are-*  
*(c) kept adequately lit, heated and ventilated*

#### Non-Compliance Information

(c) An Immediate Action Notice was issued on the 31 January 2025 as the registered provider did not maintain an ambient room temperature of 18-22°C.

On the day of Inspection, the temperatures in the care room were:

- 11:12am room temperature measured as 12.1 °C, small heat source turned on.
- 11:25am room temperature measured as 12.3°C, small heat source remains on.
- 11:50am room temperature in the care room measured 16.7°C within the area surrounding the heat source, dropping to 13.1°C in the centre and corner of the care room.

Radiators were observed to be cold to touch. Staff were aware of the low temperatures as temperature risk assessments had been completed by staff noting a temperature of 13.3°C on the day of inspection.

The manager of the building was informed of the lack of heating, no rationale was given for why this was not on. Children were visibly cold with one child presenting with cold extremities, red nose and pale. This impacts a child's ability to regulate body temperature and maintain normal body functions.

#### Corrective & Preventive Action submitted by the Registered Provider

##### Corrective and Preventive Action

(c) The person in charge responded on the 31 Jan 2025 to state that the service was to close until this issue could be resolved. The registered provider responded on the 7 February 2025 to state that, windows have been fitted, and the heating system in the service is working.

##### Supporting documentation submitted

Documentary evidence regarding the closure and heating system were reviewed.

#### Summary Comment

The corrective and preventative actions undertaken by the registered provider have addressed non compliances under Regulation 29.