

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015FL322
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<b>Name of Service:</b>	Tigers Childcare
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<b>Address of Service:</b>	Tyrellstown Community Centre, Hollywood rath, Holbstown Road, Dublin 15, Co. Dublin
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<b>Eircode:</b>	D15 PWY2
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<b>Name of Registered Provider:</b>	Karen Clince
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<b>Service type:</b>	Sessional
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<b>Date(s) of Inspection:</b>	31/05/2023
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<b>No of pre-school children:</b>	AM	15
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspector, Floor 7 Brunel Building, Heuston South Quarter, St. John's Road West, Kilmainham, Dublin 8
<b>Inspection undertaken by:</b>	A. Bradshaw
<b>Title:</b>	Early Years Inspector

### Authority to Inspect

The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).

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

Tigers Childcare is a privately owned sessional pre-school service for children aged between two years and eight months and school going age. The service runs from 9.15am to 12.15pm Monday to Friday for thirty-eight weeks of the year. The service caters for up to twenty-two children at any one time and offers the Early Childhood Care and Education (ECCE) scheme. The service provides a school age service also. Tigers Childcare is located on the first floor in Tyrellstown Community Centre. The service is based in one large bright room with children's sanitary accommodation adjacent. The service shares a grass area and large yard with a local primary school.

### Staffing

On the day of inspection, the designated person in charge and one staff member was present with fifteen pre-school children. A member of the company's quality team arrived at 12.15pm and was present during the feedback meeting.

The registered provider does not work directly with the children.

### 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 an examination of compliance under Regulation 9; (1)(a)(b), (2)(a)(b)(c)(d), (4), Regulation 11; (1), (3), Regulation 15; (1) Regulation 16; (1), Regulation 24;(1), (3) Regulation 25; (1), (2)(a)(b) and Regulation 28. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under:

Regulation 15- Record in relation to the preschool child.

Regulation 16- Record in relation to the preschool service.

Regulation 24- Checking in and out and record of attendance.

Regulation 25- First aid.

Regulation 26- Fire Safety.

Regulation 28- Insurance.

Regulation 9 - Management and Recruitment was assessed in relation to all staff in the service and Regulation 11- Staffing Levels was assessed in relation to all children in attendance.

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

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

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

## Acknowledgments

The inspector wishes to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection and a member of the quality team who arrived at 12.15pm.

### 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

(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) (b) There was a designated person in charge and a named person to deputise when required. The designated person in charge was on the premises when the inspectors arrived unannounced and was present for the duration of the inspection.

(2) From a review of the staff roster and discussion with the person in charge, it was confirmed four adults are employed in the service. All staff files were reviewed.

(a) Eight written and validated references were available from a past employer for the four adults

(b) Not applicable.

(c) Completed Garda vetting was available for the four adults.

(d) Records indicated that two records of Police vetting from other jurisdictions was required, these were available on the day of inspection.

(4) Four adults working directly with the children had documentation available to demonstrate that they held 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.

### 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.*

#### Compliance Information

(1) There were fifteen preschool children being cared for by two staff members on the morning of inspection.

(3) Ratios were maintained during the inspection. Two adults were caring for fifteen children aged 3-4 years. Both staff were scheduled to work for the duration of the session.

### 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.*

### Compliance Information

(1) Twelve child records forms were sampled and eleven included the following:

- (a) the name and date of birth of the child;
- (b) the start dates the children attended the service and in one instance the end date the child left 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.

### Non-Compliance Information

Of the twelve records reviewed there were no detailed records, other than a parent's contact number, available for one child.

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

#### **Corrective and Preventive Action**

The registered provider has stated that the full registration form is now in the service and all details have been uploaded to the digital application. The centre manager was briefed on the day of inspection and reminded that the full registration form must be available and printed with all details added to the digital application in advance of the child starting, to include starters throughout the year. The Quality Compliance and Support team will carry out internal compliance inspections to monitor adherence to policies and procedures. This includes a specific Governance inspection.

#### **Supporting documentation submitted**

Photographic evidence was submitted.

## Summary Comment

The registered provider has addressed the non-compliance under Regulation 15.

## 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 the following records in writing were kept in relation to the service:

- (a) The name, position, qualifications, and experience of the person in charge and of every other employee was maintained within the staff files and within the service policy document.
- (b)(c)(d)(e)(f) Details of the class of service, age profile of children, adult: child ratios and the type of care or programme provided in the service, facilities, opening hours and fees were detailed in the policy documents available on the day.

- (g) The policy and procedure document contained all of 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 was maintained on an on-line platform which was completed promptly as children arrived in the service.
- (i) Details of staff rosters on a daily basis were detailed on the on- line platform.
- (j) The service does not routinely administer medication due to the short hours of attendance

### Non-Compliance Information

- (k) Accident/incident records were maintained on the on-line platform. However, in a sample of five forms reviewed two were not completed fully and did not have parental signatures on the digital application.

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

#### Corrective and Preventive Action

The registered provider stated that all colleagues were briefed on actioning accident incident forms following the inspection and reminded that as per policy colleagues are responsible for ensuring that the parent signs the accident/incident form on the electronic application before collecting the child that day. The two forms were printed, and parents signed them. These are kept on file. The accident and incident policy and procedures were reviewed and have been updated and sent to all service manager on 27<sup>th</sup> of June. The updated policies are added to the Tigers Childcare Intranet, noted in the monthly colleague newsletter distributed to all colleagues.

All colleagues briefed on actioning accident incident forms following the inspection. This will be discussed again at team training in August before colleagues return to the pre-school.

The manager will complete weekly checks on the digital platform to ensure all forms are fully complete and signed. The Quality Compliance Support team will conduct internal compliance inspections to monitor adherence to policies and procedures.

#### Supporting documentation submitted

A copy of the policy was submitted

### Summary Comment

The registered provider has addressed the non-compliance under Regulation 16.

## 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)

- On the day of inspection, the children were observed to eat healthy lunches which they brought to the service. The lunches included rice cakes, fruit, yogurts and sandwiches. Children were supported in being independent in relation to their own care and were encouraged to retrieve their lunches from the fridge, open their snacks and access their water bottles if thirsty.
- Children washed their hands after outdoor play and before snack time, one child was overheard saying he forgot to wash his hand and the staff member complimented him for remembering.
- The room layout allowed for small group play and large group play, there was a couch for children to sit away from the main area and two children were observed to sit for a short time during the morning chatting in this area.
- The play equipment was stored on low shelving which allowed children to choose their own materials from baskets which were labelled with photographs.
- Childrens identity and belonging was reflected in the room with the use of their images on the walls, on hooks for their coats and belongings and the birthday date display.
- The curriculum and programmes were displayed on the wall – ‘the kitchen’ was one of the themes. This focus was evident in the room with a well accessorised play kitchen including menus from local restaurants, and in the children’s play. One child made a pizza with playdough and had a discussion with staff about the toppings of cheese, pepperoni, peppers but they both agreed no pineapple.
- Staff managed children behaviour in a subtle manner. During the morning, some children’s play was observed to become animated, and the staff member invited them all to join her in building a ‘massive tower.’ This refocused the play and the children spent time at the table engaged in this activity.

### Part VI - Safety

#### Regulation 24 - Checking in and out and record of attendance

*(1) A registered provider shall ensure that each pre-school child attending the service is checked in and out of the service by an employee or an unpaid worker.*

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

*(a) no person other than-*

*(i) pre-school child attending the service,*

*(ii) a person dropping or collecting such a child,*

*(iii) an employee, or*

*(iv) an unpaid worker, can enter the premises without his or her entry being approved by an employee, and*

*(b) a daily record in writing is kept of the entry on the premises of any such person.*

#### Compliance Information

(1)(a) On the day of inspection access to the service was monitored and controlled by staff members via an electronic buzzer system.

(3) Records of visitors dating back more than 1 year were maintained by the service and was available for review on the day of inspection.

### 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) Records were available to show that three staff members had First Aid Responder Training (FAR) and on the day of inspection two staff with FAR training were available at all times to the children attending the pre-school service.

(2)(a)(b) Suitably equipped first aid boxes were stored safely on a high shelf; visible and easily accessible to staff at all times as needed. The first aid box was brought to the garden when the children went outdoors.

## Part VI - Safety

### Regulation 28 - Insurance

*A registered provider shall ensure that the pre-school service is adequately insured.*

#### Compliance Information

A current and up to date insurance certificate was on display in the care room.