

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL328
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Name of Service:	Charlies Childcare
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Address of Service:	1 Water Rill, Waterside, Malahide, Co. Dublin
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Eircode:	K36 HY23
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Name of Registered Provider:	Ronnie Carroll
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Service type:	Full Day, Sessional
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Date of Inspection:	04/02/2025
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No of pre-school children:	AM	71	PM	55
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Child and Family Agency, Unit 4&5 Nexus Building, Block 6A, Blanchardstown Corporate Park, Dublin 15
Inspection undertaken by:	E Hosford and Á Dunne
Title:	Early Years Inspectors

Authority to Inspect

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

Conditions if applicable	Not applicable
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Description of service

Charlies Childcare is one of nine early years services operated by the registered provider in North Dublin. This service was established as a childcare facility in 2009 and was taken over by the registered provider as a new venture in February 2022. The service provides sessional and full day care for pre-school children from 1 – 6 years of age and operates from 7.30am to 6.00pm each weekday with eligible pre-school children participating in the Early Childhood Care and Education (ECCE) scheme daily. School-aged children are also accommodated in the service. The service is conducted from the ground floor of two separate but closely situated commercial corner properties located in a residential housing estate in North Co. Dublin. The two buildings are separated by a broad pedestrianised walkway and waterway. The Junior Building contains the Wobbler room, Toddler room and Senior Toddler room whilst the Senior Building has four care rooms in operation, namely Room 1, Room 2, Room 3 and Room 4. The service provides two separate designated sleep rooms in the Junior Building. A fully enclosed safety-surfaced outdoor play area is provided at the entrance of each of the two buildings.

Staffing

There are 19 staff employed in the service to include the person in charge, two deputy staff in charge, a cook and 15 childcare staff. On the day of inspection there were 21 staff on the premises to include the Chief Operations Manager, area manager, person in charge, two deputy staff in charge, a cook and 15 childcare staff, two of whom arrived at the service after the arrival of the inspectors to assist staff in maintaining ratios within the care rooms. The person in charge is not assigned to a care room but is available to provide assistance in caring for the children if required. The registered provider does not work in the service.

Methodology

Tusla 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, premises, and facilities under regulations 9,11,19,22,23,25,26 and 32. However, on inspection additional non-compliance which posed a risk was identified under Regulation 24 and 29. These findings are outlined within the relevant regulation(s) within this report.

A sampling process was used to assess compliance under regulations:

Regulation 19 Health, Welfare, and Development of child (1)(a) and Regulation 23 Safeguarding Health, Safety and Welfare of child, as a result the inspectors spent time in the Wobbler and the Toddler Senior rooms in the Junior Building and Rooms 1,3 and 4 in the Senior Building.

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 Chief Operations Manager, area manager, 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.

(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)(c) The service had a designated person in charge and two named people to deputise as required throughout the inspection.

(b) The Chief Operations Manager, area manager and person in charge were present when the inspectors arrived at the service and for the feedback meeting at the end of the inspection.

The area manager and person in charge were present for the duration of the inspection.

(2) The files of 23 staff members were reviewed.

(a) The following references were from a past employer.

- Two written and validated references were available in relation to 14 adults.
- One written and validated reference was available in relation to 8 adults.

(b) The following references were from a source other than a past employer

- Two written and validated references were available in relation to one adult.
- One written and validated reference was available in relation to 8 adults.

(c) Garda vetting disclosures had been obtained for 23 adults. The service has also adhered to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.

(d) Police vetting for 18 staff members who had resided outside of the jurisdiction for more than 6 months as an adult were available for inspection.

(4) Documentation was available to demonstrate that 22 staff members working in 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.

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

(8)(a) On review of the service roster it was observed that at least 2 adults are on the premises at all times when the service was in operation.

Non-Compliance Information

(2) The minimum ratio of adults to children was not maintained at all times during the inspection in the Junior building as specified in column (3) of Part 1 of Schedule 6 as there were 26 children aged from 1 to 3 years of age being cared for by 4 adults when 5 adults were required. For example.

- Toddler / Toddler Senior rooms at sleep time from 12.13 to 1.00pm 1 adult was caring for 11 children aged between 23 months to 3 years of age.
- Wobbler room at sleep time from 12.15 to 1.00pm 2 adults were caring for 11 children. Six children were asleep in cot room 1, three children were asleep in cot room 2, one child was awake, and one child was asleep on a floor bed in the Wobbler care room, all aged between 1 year to 2 years of age.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2) In response to the non-compliances the service has stated that two new staff members have been hired to assist in the Junior building. Lunch breaks have been adjusted in order to ensure that sleep rooms are adequately staffed while children sleep.

Supporting documentation submitted

(2) Evidence of two new staff being employed in the service since the inspection.

Summary Comment

The service has addressed the non-compliances' as identified. This will be reviewed at the next inspection.

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)

- The children were observed to interact comfortably with the staff members present and sought comfort and assistance from staff when necessary.
- Children aged 2 years and older who availed of a daytime nap were facilitated to sleep on mats set up on the floor of Room 4 at the service's designated sleep time after dinner.
- The Senior Toddler room, Rooms 1 and 4 were suitably resourced with play materials and equipment laid out in defined interest areas to facilitate age-appropriate play opportunities for the children in attendance. The interest areas in each room included home corners, construction areas, arts and crafts areas, and libraries.
- The play materials were stored on low-level shelving which were accessible to the pre-school children in these care rooms which facilitated the children to select toys and activities of their choice. A suitable range of books were available in the library areas which supported children's language development.

- The enclosed outdoor play areas were located at the entrance to each building, both of which had an artificial grass surface and were resourced with appropriate play equipment to facilitate outdoor play experiences. These included ride-on toys, slides and playhouses.

Non-Compliance Information

Basic Needs:

- At mealtime the basic needs of children in the Wobbler room were not adequately facilitated by staff as the following practices were observed during the inspection.
 - At 10.56 am, staff did not demonstrate awareness and responsiveness to a child's hunger cues at lunch time. As a result, the child was fed on the prompting of the inspector. On the child's completion of their meal their bowl was removed, and additional food was only made available on the request of the inspector.
 - The nutritional needs of a child in the Wobbler room were not met on the day of inspection. Staff did not actively promote and encourage the child in their care to experience new tastes and textures at mealtimes. Although staff were aware of the child's preferences, the food type chosen would not sustain a child in full day care and there was no care plan in place to address this.
- Routine nappy changing in the Junior Building was scheduled to take place at 10.15 am and 2.30pm, this did not meet the comfort needs of the children. When nappy changing was completed the time and information recorded in the electronic application that was shared with parents did not accurately reflect the times of actual nappy changes and events that occurred while the children attended the service. Incorrect recording of care practices can impact the ongoing consistency of care to children throughout the day.
- Outdoor play was not made available to all children in the Junior building. Outdoor play was not included in the daily schedule documented in the Wobbler room. Children need regular outdoor play to enable them to explore and develop their gross motor skills of walking and running.

Supporting Relationships:

- At lunch time five children in highchairs were positioned with their backs to their six friends seated at the table at dinner time. This did not create a social environment.

- Staff in the Junior building did not accurately communicate and record on the electronic tablet a child's wellness and episodes of ill health that occurred while they attended the service. As a result, the parents of the child were not informed of their child's health while attending the service.

Environment:

- In the Wobbler room and Room 3 areas of interest such as play kitchens and home areas were poorly resourced with supporting equipment to enhance and assist with the development of the children play opportunities.
- The environment of the Wobbler room while a child slept was not conducive to their sleep needs. Staff did not ensure that the room was dimmed to create a restful space.
- Adult chairs were not available in the Wobbler room to enable staff to adequately comfort and assist children during mealtimes. As a result, it was observed that during dinner time two staff members sat on a toy storage unit and a windowsill while assisting five children in highchairs.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- In response the service has stated that nutrition care plans have been put into place for children who have food preferences and staff have been updated during the staff meetings. Staff have undergone in-house training on basic needs of the child.
- To address the non-compliance the Junior building nappy changing roster has been updated and discussed at the staff meeting. Staff have been re-trained on the electronic application used by the service. It should be noted that nappies may not always be entered into the system at real time as immediate attention goes to the children, the tablet is filled in as accurately as possible.
- The outdoor play roster has been updated and discussed at the staff meeting. Staff have also been retrained on the importance of play, to include outdoor play.
- Following the inspection highchairs are now positioned in a social circle. Staff discussion and in-house training on the importance of social interactions for children during mealtimes has taken place.
- Staff have retrained on infection control and issued with a copy of the infection control policy during the staff meeting.

6. In response to the non-compliance more equipment and supplies were purchased for the room. Areas of Interest implemented into the room and discussed in staff meeting.

7. Following the inspection the child now sleeps in a smaller sleep room. Sleep plans and safe sleep policy discussed at staff meeting.

8. In response additional chairs have been purchased for the wobbler room and more chairs are now available to the wobbler room staff.

Supporting documentation submitted

1. Care plan created and put into place for children with food preferences. Proof of training on the basic needs of the child and staff meeting agenda.

2. Copy of nappy roster and staff meeting agenda and re-training proof.

3. Out-door play roster and staff meeting agenda. Training on the importance of play including outdoor play.

4. Photo evidence and staff training on child's basic needs and staff meeting agenda.

5. Screenshot evidence of Infection control training, updated Infection control policy and staff meeting agenda.

6. Receipt evidence and staff meeting agenda.

7. Staff meeting agenda and training on safe sleep. Safe sleep policy and staff meeting agenda.

8. Photographic evidence of receipt for purchase and care room.

Summary Comment

The registered provider has adequately addressed the non-compliances as identified. Regulation 19 (1)(a) will be reviewed at the next inspection.

Part V - Care of Child in Pre-school Service

Regulation 22 – Food and drink

A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.

Compliance Information

- Food for the children is prepared by the cook in the onsite kitchen in the senior Building. A 3-week menu indicating the food available at mealtimes was available in the service.
- Children in the service had a breakfast of cereal and milk in the morning, a snack from home in the morning for the children in the Senior building and mixed fruit of oranges, apples and bananas in the Junior building. At lunch time from 11.15-12.00pm a hot meal of pasta, sauce and meat, followed by chicken goujons and wedge potatoes at 2.00pm. At 4pm a snack of yogurt was provided.
- Water was available on low level shelving or low tables for the children to access it as required throughout the day and was readily available to the children whilst they had their meals.

Non-Compliance Information

1. The practice of offering children additional food at lunch time or an alternative healthy food was not observed by the inspectors in the Junior and Senior buildings.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. To address the non-compliances a discussion was held at a staff meeting to ensure that an alternative option is available to children. Alternative option is now on the menu daily.

Supporting documentation submitted

1. Staff meeting agenda and a copy of menu.

Summary Comment

The service has adequately addressed the non-compliance as identified. This will be reviewed at 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 gates and the entrance doors leading into the premises were appropriately secured with digital keypad locks and high-level release buttons to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the early years' service.
- Cleaning agents were stored safely out of the reach of children.
- The kitchen was inaccessible to the children during the inspection.

Infection Control:

- Thermostatically controlled warm water, liquid soap and paper hand towels were provided to support hand hygiene in the sanitary accommodation in the Junior and Senior buildings. The children in the Senior building were facilitated to wash their hands after outdoor play, using the toilet and before meals.
- Pedal bins were provided for the disposal of wastepaper in the sanitary facility.
- Staff in the Junior building were aware of the preparation of the sterilising solution provided in the service, particularly in relation to the correct dilution when preparing the solution. A written procedure with details of the amount of product and water to be used was available to guide staff in relation to safe practice. Soothers were labelled and stored in personalised containers when not in use.
- The premises, play equipment and materials were in a clean and hygienic condition.
- Individual storage bags were available for the storage of sheets used by the children during sleep time.
- Mattresses in use in the 14 cots in the two cot rooms were in good condition, and all had washable wipeable covers allowing for easy cleaning.
- In the two cot rooms and in Wobbler, Toddler and Toddler Senior rooms, cots, low beds and sleeper beds were positioned to be 50 cm apart at sleep time.

Administration of Medication:

- A detailed care plan was available for a child that required emergency medication, with their required medication displayed in a conspicuous position in the care room out of children' reach. No children were observed having medication administered on the day of inspection.

Safe Sleep:

- Staff members documented at 10 minutes intervals, noting the children's position, colour and breathing pattern. There was a thermometer available in Room 4 while children slept to ensure that the ambient air temperature was maintained within the recommended safe sleep temperature range of 18-22° C, as evidenced by the records maintained in the service and as described by staff members.
- Shoes and outer clothing such as shoes, tops and trousers were removed from children while they slept.

Fire Safety:

- Documentation available demonstrated that monthly fire drills were completed in both the Junior and Senior buildings. Illuminated fire exits were unobstructed during the inspection and fire procedures were clearly displayed in the care rooms inspected.

Non-Compliance Information

General Safety:

1. In the Toddler senior room at 1.08pm the inspector observed one child on a low bed alone, leading to a risk of safety.
2. In the Wobbler room at 2.22pm, the inspector observed a child drinking a bottle lying flat on the floor and had to intervene to request the staff in the room, to lift the child into a more upright position due to a risk of choking.
3. There was evidence to demonstrate that regular and routine risk assessments were not completed by staff in the care rooms or outdoor area to reduce the potential risk of injury to a child. For example.
 - In Cot room 1, a trailing flex from a monitor was accessible which staff had identified as a risk to children but had not removed the hazard.
 - In the Wobbler room a blind cord was loose and not secured.
 - In the outdoor area in the Senior building protective tape surrounding two metal poles was torn and loose posing a potential trip hazard or ingestion of loose material by children.
 - During sleep time, cot room 1 was observed to be congested with equipment. This is not an appropriate storage area as it could potentially reduce staff access to children in the event of an emergency.

Infection Control:

4. The procedures and practice of handwashing and reducing the potential risk of cross infection in the Wobbler room were observed to be at variance with the service policy and best practice guidelines. For example.

- At 11.00am before dinner, staff assisted six children to wash their hands in a shared basin of water and soap and then refilled the basin and used it to assist 5 children to wash their hands. Children should be assisted to wash their hands at a sink with warm running water.
- A child in the Wobbler room did not have their hands washed after nappy changing.

5. The paper hand towels, and toilet roll used by the staff and children in the service were not always hygienically dispensed as rolls and stacks of paper were provided in the nappy changing area beside the Wobbler room which was subjected to repeated handling. This posed a risk of cross-contamination and was inadequate for infection control purposes. The paper towel dispenser in this area was empty.

6. Materials such as dried foods and cereal for sensory play were stored in the staff sanitary facility. This increased the potential risk of cross infection as play equipment should not be stored in sanitary facilities.

Safe Sleep:

7. Two children under two years of age were observed sleeping on low floor beds. Completed documentation was not available to demonstrate that parents had been communicated with, and their written permission was obtained before this practice commenced. This is at variance with best practice sleep guidelines issued to the sector in September 2023.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. To address the non-compliance the service has stated that more staff have been employed and safe sleep retraining, along with a safe sleep discussion at the staff meeting with care plans studied.
2. In response the safe sleep policy was discussed and given to staff at the staff meeting. Safe sleep training has also been given.
3. In response to the non-compliances the service has stated that.
 - Flex has been removed from the area and safety discussed in staff meeting.
 - Blind cord repaired and specified in risk assessments.
 - Tape around poles removed and replaced by maintenance and added to risk assessments.
 - Equipment removed from cot room 1, discussed at staff meeting and added to risk assessments.

Infection Control:

4. In response the handwash basin was removed from the room and infection control training was given to staff, along with Infection control policy distributed and discussed at staff meeting.
5. To address the non-compliances paper towel dispensers have been filled up and toilet roll holders added to each sanitary area. Paper towel dispensers added to cleaning documentation daily schedule.
6. The service has stated that the storage unit has been removed from area and storage of play equipment and sensory materials discussed at staff meeting.

Safe Sleep:

7. In response care plans have been completed for the children and best practice sleep guidelines discussed at staff meeting, safe sleep policy distributed, and safe sleep training provided. Children will not be moved to a low floor bed prior to care plans completed.

Supporting documentation submitted

General Safety:

1. Evidence of two new staff being employed in the service since the inspection and staff re training on policy evidence.
2. Evidence of staff re training on policy evidence.
3. Photographic and documentary evidence.

Infection Control:

4. Evidence of infection control policy training and staff meeting agenda.
5. Photographic evidence and daily cleaning sheets.
6. Photographic evidence and staff meeting agenda.

Safe Sleep:

7. Documentary evidence of signed sleep care plans, staff meeting agenda, safe sleep policy, and safe sleep training.

Summary Comment

The registered provider has adequately addressed the non-compliances as identified. Regulation 23 will be reviewed at the next inspection.

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.

Non-Compliance Information

(1) Staff in the service did not ensure that 13 children that left the service at 12pm were signed out of the electronic application when the inspector reviewed the number of children present in the service at 12.13pm.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1) In response the service has stated that children will be signed out immediately and this was discussed at a staff meeting. Staff will undergo re training on the service electronic application and fire safety.

Supporting documentation submitted

(1) Documentary evidence of staff meeting and planned retraining on the service electronic application on the 12 March 2025 and fire safety on the 20 March 2025.

Summary Comment

The registered provider has adequately addressed the non-compliances as identified. Regulation 24 will be reviewed at the next 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) The registered provider ensured that three staff members were trained in First Aid Responder (FAR) certification with an expiry date of the 4 October 2026. On review of the staff roster a staff member with FAR was available to the children during the operation of the service.

(2)

(a) and (b) First aid boxes were displayed in an accessible and conspicuous position in the service.

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 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.

Compliance Information

(1)

(a)

The last recorded fire drill that took place in the service was on the 15 January 2025. Records demonstrate that monthly fire drills are carried out by staff in the Junior and Senior buildings.

(b)

The number, type and maintenance of the firefighting equipment and smoke alarms was present in the service. The fire extinguishers were serviced in September 2024 and the smoke alarms on the 18 September 2024.

(4)

A notice of the fire procedures to be followed in the event of an emergency were clearly displayed in the service.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

(d) cleaned, maintained and repaired, as required

Non-Compliance Information

(d)

1. The covering on five chairs used by the children in Room 1 and 2 were worn and torn at the seams leaving foam exposed which created the potential risk of a child choking and was not washable or wipeable.
2. A wash hand basin in the Wobbler sanitary facility was blocked and as a result it created stagnant water.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. In response new chairs have been purchased and chairs have been added to room risk assessments.
2. Following the inspection maintenance fixed this plumbing issue. Wash basins have been added to risk assessment sheets.

Supporting documentation submitted

1. Receipt for the purchase of new seating and risk assessment checklist.
2. Photographic evidence and updated risk assessment.

Summary Comment

The registered provider has adequately addressed the non-compliances as identified. Regulation 29 will be reviewed at the next inspection.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

- (1) A registered provider shall ensure that the complaints policy of the service specifies-
- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
 - (b) the manner in which such a complaint shall be dealt with, and
 - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.
- (2) A registered provider shall ensure that-
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
 - (b) the complaint is duly dealt with in accordance with the provider's complaints policy.
- (3) A record in writing referred to in paragraph (2)(a) shall-
- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and

Compliance Information

- (1)(a)(b)(c) The registered provider had a complaints policy.
- (2)(a)(b) Following discussion with the Chief Operations Manager it was confirmed that if a formal complaint is received a record is maintained of any meetings, discussions with the complainant and any ongoing interventions.
- (3)(a) A record was maintained of the nature of the complaint and the way the complaint is dealt with.