

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015GY018
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<b>Name of Service:</b>	Ballinasloe Therapeutic Project
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<b>Address of Service:</b>	Brackernagh, Ballinasloe, Co. Galway.
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<b>Eircode:</b>	H53 DH33
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<b>Name of Registered Provider:</b>	Teresa Coughlan
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<b>Service type:</b>	Sessional
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<b>Date of Inspection:</b>	29/02/2024
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<b>No of pre-school children:</b>	AM	19	PM	18
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<b>Address of the Early Years Inspectorate:</b>	TUSLA - Child and Family Agency, Early Years Inspectorate, Quality Assurance Directorate, Clinical & Administration Building, Block A - (1st Floor- Green Corridor), Merlin Park, Galway.
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<b>Inspection undertaken by:</b>	H. Heagney & A. Kennedy
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<b>Title:</b>	Early Years Inspector
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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

This pre-school has three interlinked playrooms and is in a detached ground floor building, which is part of Ballinasloe Social Services, in the town of Ballinasloe, Co. Galway. The pre-school offers both Early Childhood Care and Education (ECCE) pre-school care programmes and sessional care programmes from 9.00hrs to 12.00hrs and from 13.00hrs to 16.00hrs. The pre-school children have access to designated newly renovated outdoor play areas to the rear and side of the premises for exploration, play activities and fresh air.

### Staffing

The registered provider is supernumerary, available for administration duties and in case of emergency. There is a person in charge and a deputy person in charge, on the premises daily. There are five staff working in the service. Four staff including the person in charge hold at least a Quality and Qualifications Ireland (QQI) at a Level 6, in Early Childhood Care and Education. There was a staff member designated to maintenance / service bus driver. An additional contracted adult attends the service one day a week, to facilitate music, song, and dance activities.

### Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance, health, welfare and development of child, and safety. The inspection may also focus on other areas as required.

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

This inspection was triggered by information received by the Tusla inspectorate. The inspection process included a review of the regulations relevant to the information submitted.

An immediate action notice was issued following the inspection, on the 1<sup>st</sup> of March 2024, in relation to safety.

The registered provider responded on 4<sup>th</sup> of March 2024. Please see details in this report under regulation 23.

The Registration and Inspection Manager held a regulatory compliance meeting on the 2<sup>nd</sup> of May 2024, to advise of the registration and regulatory enforcement process, and promote compliance.

### Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection.

### Part II - Registration and Register

#### Regulation 8 - Notification of change in circumstances

*(1) A registered provider of a pre-school service other than a temporary pre-school service shall, subject to paragraph (3), notify the Agency in writing of any proposed change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2) at least 60 days before it is proposed that the change would take effect.*

*(3) Where a registered provider has been unable for good and proper reason to notify the Agency within the time specified in paragraph (1) or (2), as the case may be, of a change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2), the registered provider shall notify the Agency in writing of the change as soon as possible thereafter.*

#### Non-Compliance Information

(1)(3)

On the day of inspection, the person in charge, informed the early years inspectors that an additional separate service was operating for children who are not registered to the Ballinasloe Therapeutic Project. However, it is not a separate service as the staff member was working in the registered service at this time. The staff member was providing 1-to-1 care and consultation with children and their parents, when the registered service was in operation and when the staff member was rostered to be working in the registered service. Additionally, there was no differentiation from the documentation presented of these two services. The early years inspectors were advised that a child under the age of 2 years was availing of this service and was not registered to the registered service. This pre-school is registered to operate for children between 2 to 6 years of age.

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

On the 25<sup>th</sup> of March and 11<sup>th</sup> of April 2024, the registered provider advised of the following

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

Children under 2 years of age are not admitted to the pre-school session. The additional separate service is no longer operating during the pre-school sessional service.

##### **Supporting documentation submitted**

The registered provider advised in writing that the service would operate under its registration status.

The registered provider submitted a change in the name of the pre-school to Ballinasloe Social Services Ltd.

#### Summary Comment

The inspectors have reviewed the actions and evidence submitted. The non-compliance identified under Regulation 8 have been adequately addressed.

### 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.

(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;
- (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and
- (c) these Regulations.

#### Compliance Information

(1)(a)

There was a designated person in charge and there was a named person available to deputize in the service.

(b)

The person in charge was on the premises when the early years inspectors arrived and remained on site for the duration of the inspection.

Documentary evidence indicated that either the designated person in charge or deputy were available, on the premises, when the pre-school children were present.

(2)(a)&(b)

Twelve of the twelve validated written references on file in respect of the registered provider and the five staff were from a past employer or a source other than a past employer.

(c)

Garda vetting disclosures were available in respect of the registered provider, the five staff, and the contracted adult attending on a weekly basis. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d)

Documentary evidence indicated that none of the staff had lived outside the jurisdiction, for longer than 6 consecutive months, while over the age of 18 years, and therefore did not require police vetting.

(4)

The four staff working directly with the children had evidence of Quality and Qualifications Ireland (QQI) at a Level 6, in Early Childhood Care and Education.

### Non-Compliance Information

(7)

The service did not show evidence of a system that ensured that all employees, unpaid workers, and contractors were appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the policies, procedures and statements of the service and the Regulations.

There was no evidence of training or an appraisal system for each staff member.

There was no evidence of the staff supervision policy being implemented.

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

On the 4<sup>th</sup> and 11<sup>th</sup> of April, and the 9<sup>th</sup> of May 2024, the registered provider advised of the following:

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

A staff supervision book has been implemented. Staff meetings and all topics discussed are recorded and signed.

All staff training will be recorded.

#### **Supporting documentation submitted**

The staff supervision policy was submitted to the office of the early years inspectorate.

A profile photograph with childcare qualification for each staff member was submitted to the office of the early years inspectorate.

## Summary Comment

The inspectors have reviewed the actions and evidence submitted. The non-compliance identified under Regulation 9 have been adequately addressed.

## 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 service statement of purpose and function was on display.

The following policies were reviewed and in line with the requirements under Schedule 5 –

Complaints Policy	Policy on Behaviour Management
Inclusion Policy	Supervision Policy
Settling In	Child Safeguarding

It is the pre-school service policy not to give medication to any children attending the service.

#### Non-Compliance Information

1. There was no documented evidence in relation to the name, position, qualifications and experience of the employees, unpaid workers, and contractors.
2. There were no details of a daily staff roster system. The staff rosters and time sheets were generic, with first name of the staff member only, and am or pm presence.
3. The children’s attendance records were handwritten, with a tick only system. There was evidence of a pre-recorded entry and exit times. The records were not specific, there was no details of adult child ratio, no staff details, no details of any child attending the settling-in programme, and no date of births / age range.
4. Nine out of forty-seven enrolment forms were not presented, on the day of inspection. Enrolments forms are required for each child attending the service for child’s contact details, authorisation, immunisations, allergies, consents, and the names of persons to contact in cases of emergency.
5. The service’s behaviour management policy did not clearly state that children shall not be subjected to any form of corporal punishment, degrading, or neglectful practices.

6. There was no outing policy included in any of the documents presented, however there was evidence that the children went on a trip to Dublin on the 7<sup>th</sup> of December 2023.
7. The information on the creation, storage and archiving of all records required detail development.
8. There was no policy on supervision and staff training.
9. The nappy changing policy on display, on the sanitary door and in a folder presented had conflicting information.
10. The inclusion policy did not advise how the physical environment supports inclusion and reflects diversity. The policy inspected did not advise how the service recognises and responds to bias and discrimination.
11. The accident and incident policy did not define how information is documented regarding accidents and incidents, and how notifiable incidents would be informed to the Early Years Inspectorate. There was no evidence that a risk assessment was taken following an accident or incident occurring in the service. On the day of inspection, there was no evidence of a daily risk assessment system and a risk management policy.
12. The settling in policy, did not advise how children's transitions were supported and did not advise of a key person system.

On the 7<sup>th</sup> of March 2024, the inspectors received a further policy folder dated 'March 2024'. The early years inspectors noted there were various names for the service on this policy folder. The registered provider advised that the policies would be further updated during the Easter break 2024.

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

On the 7<sup>th</sup> of March, the 11<sup>th</sup> of April, the 9<sup>th</sup> and 22<sup>nd</sup> of May 2024, the registered provider submitted the following;

#### Corrective and Preventive Action

1. The name, position, qualifications, and experience of the employees are now available and displayed in the lobby.
2. A new attendance record book has been purchased. Specific staff attendance details including time of arrival and departure, will be recorded daily.
3. A new attendance record book has been purchased. Children's attendance records will now be recorded in this daily attendance book with specific details in relation to the adult child ratio, the child and staff details, details of any child attending the settling-in programme, and details of births / age range.
4. The nine out of forty-seven enrolment forms were completed to include the child's contact details, authorisation, immunisations, allergies, consents, and persons to contact in cases of emergency.

5. The behavioral management policy was updated and clearly states that children shall not be subjected to any form of corporal punishment, degrading, or neglectful practices.
6. The outing policy was submitted and included advise of specific insurance cover for outings.
7. The timeframes regarding the storage, retrieval and retention of children, staff and fire records was updated.
8. The policy on supervision and staff training was updated and included evidence of a system for recording ongoing staff training and professional development.
9. The nappy changing policy was updated and there were records regarding an individual child's nappy change.
10. The inclusion policy now advises on how the physical environment supports inclusion and reflects diversity. The policy includes how the service recognises and responds to bias and discrimination.
11. The accident and incident policy was updated and includes how notifiable incidents would be informed to the Early Years Inspectorate. There was evidence that a risk assessment was taken following an accident or incident occurring in the service. On the day of inspection, there was no evidence of a daily risk assessment system and a risk management policy.
12. The settling in policy, advises how children's transitions were supported and the use of a key person system.

### **Supporting documentation submitted**

1. Photographic evidence in relation to the name, position, qualifications, and experience of the employees, was submitted to the office of the early years' inspectorate.
2. Photographic evidence of a new attendance record for staff daily details was submitted to the office of the early years' inspectorate.
3. Photographic evidence of a new attendance record allowing for the recording of children's details, adult child ratios and dates of birth / age range of children, was submitted to the office of the early years' inspectorate.
4. Nine out of forty-seven enrolment forms were submitted to the office of the early years' inspectorate. Two of the nine enrolment forms did not have immunisation records. It is acknowledged that the registered provider had submitted evidence of the parents request for these two children immunisation status, from another jurisdiction.
5. The behavioural management policy was submitted to the office of the early years inspectorate.

6. The outing policy which included advise of specific insurance cover for outings, was submitted to the office of the early years inspectorate.
7. The policy on how records were kept was submitted to the office of the early years inspectorate. The timeframes regarding the storage, retrieval and retention of children, staff and fire records were submitted to the office of the early years inspectorate.
8. The supervision and staff training policies were submitted to the office of the early years inspectorate.
9. The nappy policy and a sample nappy changing record was submitted to the office of the early years inspectorate.
10. The inclusion policy was submitted to the office of the early years inspectorate.
11. The accident and incident policy and risk management policy were submitted to the office of the early years inspectorate.
12. The updated settling in policy was submitted to the office of the early years inspectorate.

### Summary Comment

The inspectors have reviewed the actions and evidence submitted. The non-compliances identified under Regulation 10 have been adequately addressed.

### 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) thereof at that reference number is satisfied.*

*(8) Without prejudice to paragraphs (2) to (7)-*

*(c) a registered provider of a sessional pre-school service shall ensure that, where the person in charge operates the service single-handedly, a second person familiar with the operation of the service and in a position to provide assistance to the person in charge in operating the service is, at all times, within close distance of the service and available to attend the service to assist the person in charge in the event of an emergency.*

#### Compliance Information

(1)

At all times during the period of the inspection, the person in charge ensured that an adequate number of staff were working directly with the children.

(3)

On the morning of the inspection, there were 19 pre-school children present. All children were aged between 2 years and 2 months to 4 years and 6 months. There were three staff directly caring for these children.

On the afternoon of the inspection, there were 18 pre-school children present. All children were aged between 2 years and 2 months to 4 years and 6 months. There were four staff directly caring for these children.

(8)(c)

The registered provider ensured that there were two staff on the premises at all times while the pre-school was operating.

## 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

(k)

The service had a handwritten accident and incident book.

#### Non-Compliance Information

(k)

On the day of inspection, the last recorded details of any accident, injury or incident involving a pre-school child attending the service was dated 22<sup>nd</sup> of September 2022. The accident and incident book did not have a section for remedial action taken and for the parent(s) or guardian(s) signature.

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

On the 11<sup>th</sup> of April, and 9<sup>th</sup> of May 2024, the registered provider advised of the following;

##### Corrective and Preventive Action

The accident and injury book is implemented for all incidents. All incidents will be recorded, remedial action outlined and signed by the parent(s) or guardians(s).

##### Supporting documentation submitted

Photographic evidence of the accident and incident book was submitted to the office of the early years inspectorate.

#### Summary Comment

The inspectors have reviewed the actions and evidence submitted. The non-compliances identified under Regulation 16 have been adequately addressed.

### 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

(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

(2) A registered provider shall ensure that no corporal punishment is inflicted on a pre-school child whilst attending the service.

(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

#### Compliance Information

(1)(a)

- Each child was given enough time to eat and enjoy their snacks without being rushed. The atmosphere during snack time was relaxed, with pleasant social interaction among the children and staff. The food was provided by the service and each child selected what they wanted to eat.
- On the morning of the inspection, from 10.55hrs, and in the afternoon from 15.10hrs, the children were offered a selection of sliced yogurt covered rice cakes, sliced American toasted pancakes, sliced hardboiled egg, chopped grapes, bananas, and apples. There were plastic cups and a jug of water on a side table to allow children to self-serve their drinks.
- The bowls and drinking utensils used were suitable for the children's ages and stage of development.
- On the morning of the inspection, there were five children in nappies and in the afternoon of the inspection, there were eleven children in nappies. On the day of inspection, the staff advised that no child required to have their nappy changed.
- The children had unrestricted access to the toilet and did not have to wait to use the toilet. Children were allowed to take their time during toileting. Staff encouraged and supported children to become more independent in toileting practices.
- Children were encouraged and supported to manage their own personal care appropriate to their own level of independence, and to develop self-help and personal hygiene skills.

- Children had plenty of opportunities to move themselves, to practice and improve their emerging skills, such as co-ordination and balance. The children rotated between the multipurpose, general and the role play areas, under the direct supervision of a staff member. Staff members advised the early years inspectors that they gave the children opportunities to have new experiences, develop words and language and recognise a child's unique dispositions and understanding.
- The curriculum focused on
  - Fine motor skills, e.g. holding scissors correctly, cutting paper, folding paper in half, colouring, marking answers with an x, tracing, threading, and using peg boards.
  - Gross motor skills, e.g. movement, stand up, sit-down, balancing, action songs, and dance.
  - Independence skills, e.g. working independently, concentrating on tasks, washing hands, taking turns, waiting, transitioning between activities, focusing on positive behaviours, and naming them, behavioural choices, and consequences, identifying the child's own coat and trying to put it on.
  - Cognitive development, e.g. using shapes, counting, finding, choosing, recognising, memory concentration, naming clothes / body parts, and categorizing objects.
  - Language development, e.g. blowing with straws, ballons, bubbles, whistles, early action words, role playing, asking for help, asking questions who, where, what, when and why.
  - Comparing and contrasting, e.g. behind / in-front, under/ over, top / bottom, close / open, little/ a lot, inside / outside, in the middle/ next to/ in-between.
  - Emotional development, e.g. recognizing and naming emotions, and feelings, identifying a problem / looking for a solution, following directions, listening, and respect for others.
- The service supported the children in forming and sustaining positive relationships with staff. For example, by listening to the voice of the child as they communicate their needs, thoughts, and experiences both verbally and non-verbally, by reading children's cues, gestures, and body language; and by using the child's individual name and getting down to their level and making eye contact.
- Visual aids (picture and word reminders) and instructions were displayed and used with the children to support their learning and transitions e.g. the daily schedule and emotions.
- The atmosphere in the learning environment was encouraging and unhurried.
- The newly resourced and developed outdoor environment provided children with activities and opportunities for

- fresh air, discovery, relaxing (e.g., a mounted area),
  - releasing energy (e.g., playing chase, running, and riding bicycles),
  - physical exercise and play (e.g., climbing frame),
  - exploring, engaging, and experimenting with nature (e.g., digging in the sand area),
  - feelings associated with taking risks, learning about risk, and learning from risk, and challenging their own capabilities within safe limits (e.g., monkey bars).
- The person in charge ensured children had access to a variety of clothing for example, waterproof pull up suits, and appropriate wellingtons and footwear for outdoor play. These were stored in an all-weather sheltered area.
  - The children were supported to be confident about their identity and to have a strong sense of belonging each day while in the service.
  - On the day of inspection, children engaged in tabletop activities, hammering, playing with bubbles, counters, animals, transport vehicles, and painting. The children climbed various shapes, steps, and foam shaped bridges. Emphasis was given to language development for example ‘say bye, bye, baby doll with the yellow bag’ and ‘ready, steady, catch the ball’. The children sang nursery rhymes and engaged in action songs for example ‘if you are happy and you know it, clap your hands’. The children compared slow with fast and loud with quiet. The children enjoyed marching, throwing, and catching.  
In the outdoor area, the children were observed riding bicycles, tricycles, and scooters. They played in the sand area digging and exploring. They enjoyed playing on the climbing frame, balancing on the monkey bars and at role play in the playhouses.
  - On speaking with staff, the early years inspectors were informed that they verbally provided parents and guardians with daily information on their child’s experiences in the pre-school including the child’s likes, interests and preferences and play activities engaged in. This information was provided at collection times and via text messages, and by phone calls.
  - The person in charge advised that she collated individualised educational plans (IEP) reflecting each child’s developmental challenges in their self-care, independence, communication skills and in the management of the child’s feelings. The person in charge advised that the individualised educational plans were based on assessment of needs, considering the child’s strengths, skills, challenges, and within the educational, family, and social context.

(1)(b)

- There were a selection of foam shapes, and child sized couches to facilitate a child to opt out or rest from an activity.

(2) &(3)

- The early years inspectors observed that interactions between staff and children were positive at all times during the inspection.
- The staff members were observed using positive approaches to manage children's behaviour during the inspection in line with the service's behaviour management policy. The staff worked closely with the children involving themselves in play activities whilst supervising them. The staff spoke respectfully to the children and praised them at appropriate times.
- The children were alerted to upcoming transitions by staff (such as at snack time or going outside), to prepare them and ease transitioning from one activity to the next. A visual aid exchange system was observed to support a child who found challenges in managing transitions from one activity to another. The staff supported children to take turns and share.
- No practices that were disrespectful, degrading, exploitive, intimidating emotionally or physically harmful or neglectful were observed during the inspection. The staff acknowledged and accepted children's feelings (positive and negative) and the relationships between children's actions and other's responses.
- The staff supported children to enter small social groups, and to learn to help and positively engage with other children. The staff encouraged and praised children for specific, positive, and appropriate behaviours.

## 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:

- There was a double door access system, into the pre-school.
- The external outdoor play areas were secure so that children could not leave the area unsupervised and unauthorised persons could not enter the area.
- The service had a checklist system to ensure that equipment was maintained, cleaned, checked, and removed if damaged or worn.
- The person in charge ensured all aspects of the outdoor environment were reviewed and risk-assessed to ensure the safety of all the children. There were no pits or ponds in the outdoor area to cause any risk to the pre-school child.
- Fire doors throughout the building were unobstructed.
- All cleaning agents were stored inaccessible to the children.
- Leads, cables, and flexes in the indoor playrooms were secured and or inaccessible to prevent any trips or strangulation hazard.
- There were restrictive access devices on the windows in the pre-school as a safety precaution.
- Thermostatically controlled warm water not exceeding 43°C to facilitate hand washing was available.
- Heavy equipment and furnishings were anchored appropriately.
- All toys and play equipment were observed to be safe and in good condition.
- The person in charge clearly identified to the early year’s inspectors, the drop off and collection procedures for children.

##### Infection Control:

- The children were observed washing their hands prior to their snack time.
- Disposable aprons and gloves were available for nappy changing.
- The inspectors observed that tabletops and work surfaces were cleaned with disposable wet wipes.
- The pre-school was observed to be kept adequately ventilated with the windows left open whilst maintaining the room temperatures at the required levels.
- Adequate supplies of disposable tissues were readily available.

### Non-Compliance Information

#### General Safety:

1. An immediate action notice was issued on the 1<sup>st</sup> of March 2024, as the drive through main entrance double gates, off the main road and the walk-through gate into the social services premises / car park remained open throughout the inspection and while the children went to and from the outdoor play area.

#### Infection Control:

2. On the day of inspection, the children did not wash their hands after outdoor play and prior to their going home, posing a cross infection risk. This was previously noted on the inspection dated 26<sup>th</sup> October 2022.
3. There was no designated nappy-changing unit, and designated wash-hand basin to enable a child to have their nappy changed. A nappy-changing unit and mat must be smooth and easy to clean and available for the children attending the service, wearing nappies.
4. The blue rolls and disposable aprons were loosely stored on the windowsills or on top of the cisterns in the children's sanitary areas, while dispensers were required to prevent cross contamination.
5. There was evidence of dust and debris on the mechanical ventilation covers on the walls of the children's sanitary areas, that required cleaning. The mechanical ventilation covers need to be included in the service's cleaning checklist / schedule.
6. The service cleaning schedule showed only the initials of the staff member, or ticks and no staff signature. There was no evidence of the cleaning procedure process in line with public health guidance.

### Action submitted by the Registered Provider

On 4<sup>th</sup> of March, 11<sup>th</sup> of April, and the 22<sup>nd</sup> of May 2024 the registered provider advised of the following;

#### Corrective & Preventive Action

#### General Safety:

1. Evidence that a system was in place to ensure staff close and secure the outdoor gates when children were accessing the outdoor play area was submitted. The double gates will be closed each time the children are coming to or going from the outdoor play area to the pre-school. This practice will be implemented at all times when the children are moving between the outdoor area and pre-school.

#### Infection Control:

2. The children will wash their hands after outdoor play before they go home each day. The staff have been advised to ensure children wash their hands, after outdoor play.
3. A nappy-changing record will be kept of each child when their nappy has been changed. A nappy changing unit has been purchased.

4. Dispensers for the storage of disposable aprons, gloves and hand towels have been installed.
5. The mechanical ventilation units will be included in the cleaning schedule.
6. The cleaning schedule was upgraded to show staff names and details of the areas cleaned. The cleaning schedules will be adhered to.

### **Supporting documentation submitted**

#### **General Safety:**

1. On the 4<sup>th</sup> of March 2024, the registered provider showed evidence that a system was in place to ensure staff close and secure the gates when children were accessing the outdoor play areas. A photograph of the closed gate was submitted to the office of the early years inspectorate.

#### **Infection Control:**

2. Photographic evidence of a staff signing sheet to ensure children wash their hands after outdoor play, was submitted to the office of the early years inspectorate.
3. Photographic evidence of a nappy changing unit and a nappy changing record was submitted to the office of the early years inspectorate.
4. Photographic evidence of a dispenser for the storage of disposable aprons and gloves was submitted to the office of the early years inspectorate. Evidence of a mounted hand towel dispenser was submitted to the office of the early years inspectorate.
5. Photographic evidence of the cleaned mechanical ventilation units was submitted to the office of the early years inspectorate.
6. Photographic evidence of cleaning templates for the interlinked playroom and sanitary areas were submitted to the office of the early years inspectorate.

### **Summary Comment**

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

### 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
  - (b) be open to inspection on the premises by an authorised person.

#### Compliance Information

- (1) The registered provider ensured that there was a complaints policy in place in the service.
- This policy stated;
- (a) the procedures to be followed by a person who wished to make a complaint about the service,
  - (b) the processes for dealing with the complaint,
  - (c) the way the person who makes a complaint will be kept informed of how their complaint is being dealt with.
- (2) The registered provider ensured that:
- (a) A written record was kept of any complaint made to the registered provider in respect of the service.
  - (b) That complaints were dealt with in accordance with the complaints policy.
- (3) Written records referred to in (2):
- (a) Included the nature of the complaint and the way the complaint was dealt with.
  - (b) Were made available to the authorised persons.