

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015GY130		
Name of Service:	Little All Stars Montessori & Crèche		
Address of Service:	Tir an Choir, Vicarschorsland, Tuam, Co. Galway		
Eircode:	H54 E927		
Name of Registered Provider:	Grainne Holleran		
Service type:	Full Day, Part Time, Sessional		
Date(s) of Inspection:	26/05/2023		
No of pre-school children:	AM	60	PM 45
Address of the Early Years Inspectorate:	Early Years Inspectorate, Quality and Regulation Directorate, Child and Family Agency, Clinical & Administration Building, Block A (1st Floor- Green Corridor), Merlin Park, Galway.		
Inspection undertaken by:	F Kelly and S Meehan.		
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

The service operates as a privately owned crèche and opened in 2007 and offers a full day care and part time care provision from 06.45hrs to 18.30hrs. The Early Childhood Care and Education (ECCE) pre-school care programmes and sessional care programmes are also offered. The service is registered to cater for pre-school children aged 0 to 6 years of age. The service also caters for school age children. The pre-school caters for a maximum number of 117 pre-school children at any one time.

Staffing

There was a total of 25 adults working in the service on the day of inspection.

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. The inspections may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9,11,16,19,27and 32. These findings are outlined within the relevant regulations within this report.

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

The inspection was carried out on foot of information received by the Early Years Inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, persons 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*

(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 these Regulations.

Compliance Information

(1)(a) The service manager was the designated person in charge and there was a named person who was able to deputise as required.

(b) During the period of inspection, the manager was on the premises and facilitated the inspection.

It was confirmed that there were 36 members of staff employed in the service.

These files were reviewed on the day of inspection.

(2)(a) There were 56 written and appropriately validated references available from their most recent employer for adults working in the service.

(b) There were 16 written and appropriately validated references available from a source other than recent employer for the adults working in the service.

(c) Garda Vetting disclosures were available for the 36 staff working in the service.

- (d) Police Vetting disclosures were available for 11 adults working in the service that had lived outside the jurisdiction for a period of over 6 months.
- (4) There were 22 adults working directly with children who had obtained at least an award in Early Childhood Care and Education at Level 5 on the National Qualifications Framework.
- (7) The manager on the day confirmed, that all staff were given a copy of updated policies and procedures for the service.
- Evidence of additional training that the staff attended (staff induction and 1 to 1 supervision training) was also available for inspection.

Part III – Management and Staff

Regulation 11 - Staffing levels

(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.

(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.

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

(a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times.

Compliance Information

- (1) During the period of inspection there were adequate numbers of adults working with the pre-school children attending the service. The registered provider ensured that at all times the minimum ratio of adults to children specified was maintained.
- (2) In the morning of the day of the inspection there were 13 adults working directly with 60 pre-school children and in the afternoon day of the inspection there were 13 adults working directly with 45 pre-school children, and there were 3 adults working directly with school aged children.

(3) At all times during the period of Inspection, the minimum ratio of adults to children was maintained. The was also a student currently studying Early Childhood Care and Education on the premises at the time of the inspection.

(8)(a) Documentary evidence indicated that the registered provider ensured that 2 adults were on the premises at all times during the daily operation hours of the service.

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) Details of any accident, injury or incident involving a pre-school child attending the service were recorded in a software programme that parents had instant access to via a mobile application. The service is able to view when the parents view the record and the parents have the option to sign the record remotely or wait till, they come to the service to sign it in the presence of the staff.

The accident and incident record outlines a range of information, which includes the following:

- The name of child and location of incident.
- Of accident or incident.
- The cause of the incident or accident.
- Immediate actions taken.
- Actions to prevent re occurrence.
- Who is present at the time of accident or incident.
- The adult child ratios at the time of accident or incident.
- Signed by staff, service manager and parent.
- And photographs of the child to indicate injury, e.g., cut or bruise.
- Details of who viewed the record and time and date of when the record was viewed.

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

(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

BASIC NEEDS:

- Children's drinks were available to the children throughout the day, the drinks were located on a low-level shelf or tables.
- Children were provided with adequate and suitable food and drinks. Parents and the service provided the snack foods for their child. On the day, children's morning snacks consisted of fresh fruits and water to drink. The main meal consisted of breaded chicken with chips and in a tomato sauce with Broccoli. The service follows 3-week menus plan and differs each week.
- Children wash their hands before snack time and after outdoor play.
- Older children were independent with their toileting needs. They were able to use the sanitary area that was adjacent to the playroom and in the central area.
- There were a range of soft seating in all of the playrooms, for the children to sit and relax.
- Stackable beds were used for the over twos, to sleep and relax.
- Each group of children got to spend an allocated time in the outdoor area each day, the outdoor play areas were used at all times during the inspection.
- Sun cream was applied to all the children that were playing in the outdoor play area.

SUPPORTING RELATIONSHIPS AROUND CHILDREN

- The service supports children to develop a positive relationship with staff by assigning a key worker to each pre-school child.
 - It was observed during the inspection that the adults present were supportive and caring in their approach to the children. Children were listened to and communicated with in an ongoing basis and regularly praised for their efforts.
 - A team spirit is evident in the service e.g., daily informal discussions and a structured staff meeting regularly take place.
 - Where a written individual care plan was required, it was written in conjunction with the parents and other agencies if required. Evidence of same was reviewed on the day of inspection.
 - Children were provided with an opportunity to be challenged to take risks, achieve mastery and success and engage in old and new learning concepts. This was observed when children were playing in the outdoor play area and in conversation with a staff member when they explained how they enhance the learning opportunity for a group of children in the areas of cognitive development.
- (2) The registered provider was aware of the prohibited practices as detailed in the behaviour management policy. A detailed list all of these prohibited practices were outlined in the behaviour management policy. Positive strategies for behaviour management were also included in the policy . It stated all breaches of this code of behaviour would be dealt with through disciplinary procedures. It was noted no record of same was recorded . The staff were observed to engage respectfully with all the children in their care.
- (3) Positive interactions were observed between the staff and the children throughout the inspection. Practices that were disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful were not carried out in the service during the period of the inspection.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Compliance Information

- There was documentary evidence indicating that each child attending the service was adequately supervised by a qualified staff member at all times.
- The minimum /adult child ratios were adhered to each of the playrooms at all times during the inspection. The registered provider has employed a number of extra staff that act in a supportive role for all playrooms. These staff members are not assigned to any particular playroom but work wherever there is a requirement for additional support. They include a service manager, a staff manager, floor supervisor, additional floater, family support liaison person .Staff cover staff breaks and allow the room leaders extra time in the afternoon for planning and organisation purposes.

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

Compliance Information

- (1)
- (a) The registered provider indicated in the Complaints Policy, that the service welcomes any suggestions, recommendations or comments made by children or parent/guardians in relation to the childcare service. It gives details on the procedures to follow should someone wants to make a complaint.
- (b) The policy indicated that complaints will be dealt with in an open, impartial and in a confidential manner. If the person making the complaint is not satisfied with the outcome of the formal investigation, they are informed to make a written request to go to an independent mediator or panel.
- (2)
- (a) The registered provider had documentary evidence of how a complaint in the past had been dealt with, this included an accurate and detailed record of the complaint and steps the registered provider took to investigate the complaint.
- (b) This record was open to inspection on the premises by an authorised person.
- (3)
- The Registered Provider had documentary evidence that the record as outlined in (2)(a) was retained for 2 years.