

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015GY255		
<b>Name of Service:</b>	Teddyhouse Childcare		
<b>Address of Service:</b>	37 Rosan Glas, Ragoon, Co. Galway		
<b>Eircode:</b>	H91 PP99		
<b>Name of Registered Provider:</b>	Carlie Healy		
<b>Service type:</b>	Full Day		
<b>Date of Inspection:</b>	4th of May 2023		
<b>No of pre-school children:</b>	AM	23	PM 20
<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.		
<b>Inspection undertaken by:</b>	F. Nic Dhonnacha		
<b>Title:</b>	Early Years Inspector		
<b>Authority to Inspect</b>			
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		

### Description of service

The service operates as a privately creche. It offers a full day-care, part-time care and sessional care programmes between 9 am to 12 pm. The service is located in a residential housing development in an urban area of Galway City. The service opening hours are from 8 am to 6 pm.

It comprises of 3 playrooms which includes a Toddler room, Playgroup room and an ECCE room and a dedicated sleep room, staff room/kitchen. The premise has its own kitchen; where children's meals and snacks are prepared, cooked and stored on site.

The designated sleep room is located adjacent to the Toddler room. In each playroom, quiet rest areas with child size seating and soft matting is available for children to rest or opt out of an activity if they wish to do so. To the back of the premises, there is a secure outdoor play area for children's play, exploration and fresh air. A child centred play based preschool curriculum focusing on emerging interests is provided.

### Staffing

The registered provider is not on the premises on a daily basis. There is a named person in charge and a named designated deputy. A total of eight adults work in the premises which includes the registered provider and chef. The adults have documentary evidence of on-going training and education.

On the day of inspection, there were six adults on the premises. Five adults work directly with the children and hold at least a major award in Early Childhood Care and Education at Level 5 on the National Qualifications Framework. Additionally, one adult staff member was designated to kitchen duties, preparing, cooking and serving the service meals.

### 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, safety, premises and facilities. The inspections may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9,11,18,19, 22, 23, 25, 26, and 28.

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

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

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

### Acknowledgments

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

## 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) There was a designated person in charge and there was a named person available to deputise in the service.
- (b) The person in charge was on the premises when the early years inspector arrived and remained on site for the duration of the inspection. Staff rosters indicated that either the designated person in charge or deputy were available, on the premises, at all times when the pre-school children were present.
- (c) Staff rosters and documentary evidence indicated that there was a clear management structure in the service, that identified the lines of authority and accountability within the service and the specific roles and responsibilities of each employee and unpaid worker.
- (2) Since the last inspection on the 19/08/2021, four new staff had commenced working in the service. All staff files were reviewed on the day of inspection.
- (a)&(b) Sixteen of the sixteen written validated references, on file for all staff members were from a past employer or from a source other than the past employer.
- (c) Garda vetting disclosure was available in respect of the eight staff members working in the service.
- (d) Two staff members had lived outside the jurisdiction, for longer than 6 months, while over the age of 18 years and thereby had the required police vetting.
- (4) Seven staff held a Quality and Qualifications Ireland (QQI) at a minimum of a Level 5, in Early Childhood Care and Education. Copies of qualifications were available on file in the service.

### 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) 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.

(2) Documentary evidence in the form of attendance records and staff rosters indicated that adult child ratios were adhered to.

On the morning of the inspection, there were 23 pre-school children aged between 1 to 5 years.

In the afternoon, there were 20 pre-school children aged between 1 and 5 years.

- There were 4 childcare staff working directly with the children. The person in charge assisted with the administration function of the inspection and acted as childcare relief.

Additionally, there was one staff member designated to kitchen duties.

(8)(a) The registered provider ensured that there were 2 staff on the premises at all times while the pre-school was operating.

### Part IV – Information and Records

#### Regulation 18 – Copy of Act etc.

*A registered provider shall ensure that a copy of Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act and of these Regulations is kept on the premises and the said copies shall be open to inspection on the premises by-*

- (a) a parent or guardian of a child attending or proposing to attend the service,*
- (b) an employee, unpaid worker or contractor, and*
- (c) an authorised person.*

#### Compliance Information

A copy of Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act and of these Regulations was available on the notice board and available for parents, guardians, employees, unpaid workers, contractors, and authorised persons.

### 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.*

#### Compliance Information

##### Basic Needs

- Healthy eating was promoted within the service.
- Nutritious meals and snacks were served at regular times, but there was flexibility.
- The atmosphere during mealtimes was relaxed, with pleasant social interaction among the children and staff.
- The staff encouraged and supported the children to be independent.
- The tables and chairs were suitable for the children's ages and stages of development.
- Documentary evidence indicated that the children were encouraged to try different food tastes, textures, colours, and so forth.
- The children had unrestricted access to the toilet and did not have to wait to use the toilet.

- Children were encouraged and supported to develop self-help and personal hygiene skills.
- All the children had opportunities to move about freely and explore their environment, both indoors and outdoors.

### Supporting Relationships

The service supported children in forming and sustaining positive relationships by -

- having a key person for each child,
- 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,
- encouraging children to think critically, ask questions and respond to them in a way that promotes sustained shared thinking,
- using soft tones, the child’s individual name, and getting down to their level and making eye contact,
- providing opportunities for small and large group activities and play, leading to increased social awareness, co-operation, collaboration, teamwork, and a sense of belonging,
- providing opportunities for children to learn from each other and with each other, to work together, join in and contribute to projects and tasks,
- working with parents and guardians by sharing knowledge and observations of the child’s interests, strengths, developmental and care needs, approaches to learning, changes in their life, and any other concerns.
- On speaking with staff, the inspector was informed that they verbally provided parents with daily information on their child’s experiences in the preschool including the child’s likes, interests and preferences and play activities engaged in. This information was provided at collection times and via text messages, by phone calls or emails. Each child had a scrap book which was also available showing various activities and themes that the children engaged in.
- The service used records to maintain details of the attendance, the curriculum, sleep provisions, meals, special activities, and a child’s likes, needs, preferences, and general observations / comments. There was also evidence of staff observations, developing learning stories, medication administration, safe sleep records, and any potential risk / accident and incident records.
- Staff were observed helping children to find solutions, supporting them, and talking to the children in a variety of ways, discussing, questioning, modelling, and commentating, extending a child’s activities and initiating games and activities.



- The staff provided significant opportunities for the child to decide their play activities and experiences. The themes of the week were Farm Animals.
- The children were observed predominately in the outdoor play area, watering flowers and vegetables, riding on tricycles and bicycles, making sandcastles in the sand, climbing the activity centre and sliding down the slide.

### Part V - Care of Child in Pre-school Service

#### Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

(a) having regard to the number of pre-school children attending the service, their respective ages and the amount of time they spend on the premises, there are adequate and suitable facilities for each child to play indoors and, where required by these Regulations, outdoors, during the day, and

(b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

(3) *A registered provider of a full day care service, a part-time day care service or a childminding service, other than such a service to which paragraph (2) applies, shall ensure that-*

*a suitable, safe and secure outdoor space to which the pre-school children attending the service have access on a daily basis is provided on the premises.*

#### Compliance Information

(1)(a) The indoor play area space was designed and arranged to

- maintain a space that was clean, organised, and free of clutter,
- accommodate children individually, in small groups and in a large group,
- divide the space into areas that are supplied with materials organised in a way to support children's play and learning,
- give all children access to the same facilities, activities and play opportunities, to promote their welfare and development.

The Playrooms were well resourced for the ages and stages of the children attending the service.

- In the Playgroup room, Toddler room and ECCE room, items included a house with small world items, dress up clothing, puzzles, links, connectors, tracks, stacking materials, jigsaws, and books. There were transport toys with cars and trucks. There were farm animals, dinosaurs a sensory wall and soft toys.



There was a shop with real world items and cash register, and a kitchen with kitchen utensils. There were musical instruments, sensory shapes and a playhouse. There was a creative area with paints, baskets, art, and craft materials. There were low desks for writing skills.

- Displayed on the walls were a variety of posters, visual aids children’s artwork, themes, and schedules. Items included – my family, Hello Spring, our birthdays, Under the Sea, daily routine, greetings from around the world.

(1)(b)

- Rest / quiet areas were provided in the playrooms in the form of child size couches, cushions and matting to facilitate a child to rest or opt out of an activity if he or she chose to. The children attending the part time or full day care service had the use of stackable beds / matting for sleep provision.

(3)(a)

Outdoor play

- The equipment and materials available provided children with play, movement and exploration opportunities that were exclusive to the outdoors.
- Fencing and walls prevented access to streets and other dangers, such as pits, and traffic hazards.
- The barriers did not prevent the children being in sight of relevant staff.
- The outdoor play area protected children from catch points, sharp points, and protruding hardware, getting trapped and from tripping hazards.
- Play equipment in the outdoor area was installed according to the manufacturer’s requirements.
- The outdoor area was surrounded by walls, wooden fencing and covered with artificial grass, concrete paths and paving.

Items included balls, plants, sea saws, an activity centre and slide set, a sand box with utensils, toys, buckets and shovels. There was a mud kitchen with utensils and a shop with real items and baskets. There were tricycles, and scooters. There were mounted planter boxes and decorations on the fencing. A vegetable and herb planting area in the all-weather sheltered area there was child size seating, chalk, black boards, arts and crafts bicycles, balls.

## 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

- There was a healthy eating policy to view on request.
- The person in charge advised that healthy eating was promoted within the service by ongoing staff training, visual aids, and adherence to best practice guidelines.
- Nutritious meals and snacks were served at regular times, but there was flexibility.
- At 10.20hrs, the children had their snacks which included crackers with butter, fruit pieces grapes, oranges and bananas with water or milk to drink.
- At 12.00hrs, the children had bacon, mash potato and vegetables which was cooked on site.
- Drinking water was available and accessible to children at all times throughout the day.
- There was a designated fridge for the safe storage of perishable foodstuffs from children’s lunch boxes in the service kitchen.
- At 15.00hrs, the children had brown bread and jam with yogurt or fruit.
- At 17.00hrs, the children had beans on toast, fruit or crackers with milk or water to drink.
- The person in charge advised the inspector of a safe system where all food and drinks brought from the child’s home were labelled and identifiable to the child.

### Part VI - Safety

#### Regulation 23 - Safeguarding health, safety and welfare of child

*A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.*

#### Compliance Information

##### General Safety:

- The entrance door into the pre-school was secure to prevent unauthorised access by a person or the unsupervised exiting by a pre-school child.
- The external outdoor play area was secured by fencing / gates so that unauthorised persons could not access or enter the area or children could not exit unsupervised.
- The doors into the kitchen, office, and adult sanitary room had a system of security.
- All cleaning agents and equipment were stored inaccessible and out of children's reach.
- All toys and play equipment were observed to be safe and in good condition.
- Blinds cords were secured by fasteners and thereby inaccessible to a pre-school child.
- Fire doors throughout the building were unobstructed.

##### Infection Control:

- There was one designated nappy changing area with a clean intact changing mat.
- The children's belongings for nappy changing were individually labelled.  
The children's barrier creams were clearly individually labelled / stored within their designated nappy changing area.
- The playrooms were 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 in the playrooms.
- Powdered infant formula was stored safely in the service fridge.
- Soothers were stored in individually labelled containers for each child.

##### Administration of Medication:

- Medication was stored inaccessible to the pre-school children.
- Staff / adults advised suncreams were checked on an annual basis.

### Safe Sleep:

- There was a designated sleep room adjacent to the Toddler room which had three cots for children under 2 years of age, sleep provision. Additionally, there were stackable beds for older children's sleep provision.
- Children were observed sleeping on demand following cues / signs of tiredness.
- Older children had designated relaxation, chill out time.
- The service had safe and comfortable spaces for the younger toddlers to lie, roll, creep, crawl, pull themselves up, explore and to be protected from children who were more mobile.
- A thermometer was available in the sleep room and used as the method of recording the sleep room temperature and necessary any remedial action when temperatures were above 20 °C and below 16 °C.
- Ten-minute sleep checks were carried out and records maintained while children were sleeping.

### 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 service provided evidence that a person trained in first aid for children was available at all times to the children attending the pre-school service. Three staff had current training in first aid for children.
- (2)(a) There was a first aid box with content items within date, safely stored, easily accessible and stored in a conspicuous position.
- (b) The service demonstrated that the first aid box was fully equipped and available to the children attending the pre-school 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 firefighting equipment and smoke alarms in the premises.
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.

#### Compliance Information

- (1)(a) A record in writing of fire drills indicated that the last fire drill was conducted on the 21/03/2023.
- (b) A record of the number, type and maintenance record of firefighting equipment was maintained. It was recorded that firefighting equipment was checked annually.
- The records for the smoke and fire detection alarm system were maintained annually in the service.
- (4) The fire evacuation procedure for the service which contained details in relation to the procedure to be conducted in the event of a fire was available on file and was displayed in the lobby and each playroom of the service.

### Part VI - Safety

#### Regulation 28 - Insurance

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

#### Compliance Information

The service had adequate insurance with an expiry date of 27/03/2024, for a full day care service with 25 children.