

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015GY256
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Name of Service:	Teddyhouse Creche
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Address of Service:	99/100 Altan, Western Distributor Road, Knocknacarra, Co. Galway.
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Eircode:	H91 YN51
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Name of Registered Provider:	Carlie Healy
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Service type:	Full Day
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Date of Inspection:	27/06/2024
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No of pre-school children:	AM	30	PM	30
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Address of the Early Years Inspectorate:	Tusla – Child and Family Agency, Early Years Inspectorate, Quality Assurance Directorate, Clinical & Administration Building, Block A - (1st Floor- Green Corridor), Merlin Park, Co. Galway.
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Inspection undertaken by:	F.Nic Dhonnacha
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Title:	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).

Conditions if applicable	Not applicable
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Description of service

This private childcare service is located in an urban residential area in Knocknacarra in Galway city. The service offers a full day care programme from 8 am to 6pm, from Monday to Friday, for children aged between 0 to 6 years of age. The service caters for a maximum number of 30 pre-school children at any one time. The service also operates a sessional service. There are 4 playrooms, namely The Playgroup room, The Toddler room, The Baby room, and the Montessori room. There are 2 designated sleep rooms with 4 cots and 3 cots, and a staff /administration room. The premise has its own kitchen, where children’s meals and snacks are prepared, cooked, and stored on site. Stackable beds are available for the sleep provision of pre-school children aged over 2 years of age, when required. Quiet rest areas are provided in each of the playrooms, to facilitate a child to rest or opt out of an activity if they choose to. There is a designated outdoor play area to the rear of the service offering a diverse range of play experiences for the children.

Staffing

The registered provider works between this creche and two other nearby partner services. There is a manager who is the person in charge and there is a designated deputy on the premises daily. There is a total of thirteen adults working on the premises in total which includes the registered provider, manager, cook, auxiliary person and two students one over 18years of age and one under 18years of age who finish their three-week placement today. Nine staff including the registered provider, who are currently working in the premises have a Quality and Qualifications Ireland (QQI) at a minimum of a Level 5, Early Childhood Care and Education. The staff have documentary evidence of on-going training and education.

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.

The inspection focused on an examination of compliance under regulations 9,11,16, 19, 23, 25, 26 and 28; 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.

Acknowledgments

The inspector wishes to acknowledge the cooperation of the registered provider, 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*

(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 and registered provider were on the premises 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.
- (2)(a)&(b)
Twenty-six written validated references were available on file for the adults and students from a past employer or from a source other than the past employer.
- (c) Garda vetting disclosure was available in respect of the thirteen adults.
- (d) Police vetting was available for 9 adults as they had lived outside the district, for longer than 6 months, while over the age of 18 years and thereby required police vetting.
- (4) Nine adults held a Quality and Qualifications Ireland (QQI) at a minimum of a Level 5, in Early Childhood Care and Education. Copies of qualifications were on file for the nine adults.

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)-*
- (c) 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) Documentary evidence indicated that an adequate number of staff were working directly with the children. At all times during the period of the inspection, the registered provider ensured that an adequate number of staff were working directly with the children attending the preschool service.
- (2) The registered provider ensured that the minimum ratio of adults to children specified was maintained. On the morning of the inspection, there were 30 children present. All children were aged between 11 months and 5 years of age. There were six staff directly caring for 30 children.
- 1 child was aged 11-12 months,
 - 5 children were aged 1 to 2 years,
 - 8 children were aged between 2 to 3 years,
 - 16 children were aged 3 to 5 years.
- Additionally, the registered provider and person in charge acted as childcare relief and assisted with the administrative part of the inspection. In addition, there was an adult who carried out auxiliary duties and a kitchen cook along with 2 students who were on their last day of a 3-week placement.
- (8)(c) 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 16 – Record in relation to pre-school service

(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;*
- (b) details of the class of service and the age profile of children for which the service is registered to provide services;*
- (c) details of the adult: child ratios in the service;*
- (d) the type of care or programme provided in the service;*
- (e) the facilities available;*
- (f) the opening hours and fees;*
- (h) details of attendance by each pre-school child on a daily basis;*
- (i) details of staff rosters on a daily basis;*
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;*
- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.

Compliance Information

- (1) The particulars outlined from (a) to (f) were displayed on the wall at the entrance to the service and shared with parents at the time of enrolment each year.
- (h) Details of children’s attendance was accurately recorded.
- (i) A staff roster was available which demonstrated how breaks were covered.
- (j) Documentation was available to demonstrate that signed parental consent was required prior to administering medication to a child, should it be required, and that administration of medication should be witnessed.
- (k) Details of accidents and incidents were recorded and there was evidence available that parents were informed following an accident or incident involving their child.
- (3) The records referred to in (1)(a) to (k) were available for review by the inspector in the service.

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)

Basic Needs

- Each child was given enough time to eat and enjoy their snacks and meals without being rushed. The atmosphere during mealtimes was relaxed, with pleasant social interaction among the children and staff.
- The crockery, cutlery and drinking utensils used were suitable for the children's ages and stage of development.
- The staff responded to children's individual personalities, sensitivities and needs in relation to nappy changing and toileting.
- On the day of the inspection, thirteen children between the Playgroup room, Toddler room and Baby room required nappy changing and were changed in a sensitive manner while having their dignity and privacy maintained in each of the 2 designated nappy changing areas.
- The older 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. 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 had the opportunity to play in the outdoor play area with appropriate clothing and footwear for the weather.

Supporting Relationships

- The staff were observed encouraging children to think critically, ask questions and respond to them in a way that promotes sustained shared thinking; nurturing and comforting children;
 - using soft tones, 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.
- The atmosphere in the learning environment was encouraging and unhurried.
- The service provided parents and guardians with daily information, including significant events or activities involving their child, for example, verbal communication at drop of and collection times, a social media interactive communication application, and via profile scrapbooks. Staff collated a profile scrapbook my learning journal for each individual child, showing the 'child's journey' using observations and including samples of a child's work. The themes to date included finger painting, all about me, Autumn, Christmas, Spring, Summer, my friendship tree, transport, teddy bears hospital sleeping beauty, the jungle, flowers, and stamping to name but a few. The Montessori room had a community book with all the local businesses, shops, schools, amenities and activities of the local area of Knocknacarra in this book for the children. Additionally, the children had a Teddy Bear Twinkle who went on adventures on a Friday and returned on a Monday, each child collated their adventures and photographs, stories and fun with Twinkle in a scrap book for all to see.
- Staff adjusted the level of support provided to children depending on the child's abilities, allowing for children's partial participation and participation with support.
- On the day of inspection, the children were observed to free play, at story time, at construction building, connecting, at sensory play, at pretend kitchen / house, and sorting stacking materials. The children played games, puzzles, and painted pictures. The children enjoyed playing with a selection of transport vehicles. The children played with small world items, little people, cuddly toys, and dolls. The enjoyed art and craft work including painting and sensory play. On the day of inspection, in the outdoor areas, the children were observed climbing the activity centre, running chasing, playing on transport vehicles, at sand play, sorting, and exploring and sliding on the slide.
- Staff responded to the younger children in a timely and appropriate way when they were crying or when becoming upset.
- Staff used positive strategies to support children's inclusion. For example, the inspector noted that the staff acknowledged a child's engagement in an activity 'that is great' 'well done' and used questions such as 'what should we do next?', 'is there any other way to do this?', to allow children to critically think and explore.

Physical and Material Environment

- The space in the four playrooms was designed and arranged to: maintain a space that is clean, organised, and free of clutter.
- The environment was comfortable, inviting and laid out to accommodate the needs of all children and staff in the pre-school.
- The service had safe and comfortable spaces for infants, toddlers, or children not walking, to lie, roll, crawl, pull themselves up, learn to walk, and to be protected from children who were more mobile.
- Staff had a comfortable place to sit, to hold and feed infants, and to read, interact and comfort children.
- The children had access to enough varied materials and equipment, which were rotated to suit the changing programme, to suit current and new interests.
- Materials and equipment were arranged so they were visible and readily accessible to promote independent access by children.
- The service had 2 designated sleep rooms with 7 cots, stackable beds and sleep mats for older children's sleep provision.

Outdoor area

- The outdoor environment provided children with activities and opportunities for fresh air and adventures.
- The area was secured with fencing, gates and had an artificial and real grass surface.
- Materials and equipment included a wooden house, tyres, an activity centre, balance beams, sand box, playhouse, footballs, a mud kitchen, planting boxes and a slide.

Non-Compliance Information

1. The multi coloured wipeable couches for rest and relaxation purposes in the Playgroup, Toddler and Baby room were frayed and worn and in need of recovering, repair or replacement.

Corrective & Preventive Action submitted by the Registered Provider

On the 10/09/2024 the registered provider advised of the following;

Corrective and Preventive Action

A new couch has been purchased for each of the playrooms. They will be monitored regularly and replaced, when necessary, in the future.

Supporting documentation submitted

A purchase receipt and photograph were submitted.

Summary Comment

The inspectorate has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 19 (1)(a) has been adequately addressed.

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 buzzer access system, into the main entrance front doors.
- The staff only areas, kitchen, staff sanitary area and storage areas were secure and thereby inaccessible to a pre-school child.
- The external outdoor play area was secure so that children could not leave the area unsupervised and unauthorised persons could not enter the area.
- Fire doors throughout both buildings were unobstructed. All cleaning agents were stored inaccessible to the children.
- Leads, cables, and flexes were secured and or inaccessible to prevent any trips or strangulation hazard.
- The playroom temperatures were thermostatically controlled, to ensure the temperatures were maintained between 18°C to 22°C.
- Heavy equipment and furnishings were anchored appropriately.
- There were visibility stickers, artwork, and or posters were on the long windows as a safety precaution.
- All toys and play equipment were observed to be safe and in good condition.

Infection Control:

- Hand washing facilities were provided with a supply of warm water, liquid hand soap and disposable paper hand towels in each playroom, sanitary area and nappy changing area.
- During the inspection, the children were assisted and encouraged to wash their hands prior to eating, after nappy changing, after toileting, after using a tissue, and after playing outdoors.
- There were two designated nappy changing areas with a designated wash hand basin for each. The children in nappies were changed in a timely manner, on a regular basis. Staff involved in nappy changing

wore a disposable apron and gloves. There were a foot pedalled airtight sealable bins for the disposal of nappies.

- Staff advised of the sterilisation procedures for infants feeding equipment and soothers. There was a steam sterilizer in the kitchen and records were maintained.
- The toys and play equipment were maintained in a clean and hygienic condition.
- The playrooms were observed to be kept adequately ventilated with the windows and doors left open whilst maintaining the room temperatures at the required levels.

Administration of Medication:

- Through discussion with the inspector, the staff demonstrated that they were aware of the correct procedures for the administration of medicines. Children with allergies were known and easily identified by staff members. The staff advised the inspector of the care plans provided by parents and the guidelines for administration of specific medication

Safe Sleep:

- Children were observed sleeping on demand following cues and signs of tiredness. Throughout the day infants and toddlers, were observed sleeping in cots in the designated sleep rooms. After the main meal 8 children were observed sleeping on stackable beds and sleep mats in the Playgroup room while 5 children under 2 years of age were asleep in the designated sleep rooms in cots. The inspector observed that staff stayed in the room, supervising the sleeping children.
- There was a safe sleep policy that detailed temperature, lighting, ventilation, space between cots and child safety requirements, as per the 'safe sleep for under 2's best practice guidelines for childcare services policy'.
- Sleep records were kept for each child's sleep, recording the time an adult physically checks a child, and their signature. Additionally, the records included a sleeping child's colour, position, breathing and the temperature of the sleep room with the opportunity to document any necessary remedial actions taken.
- All linen provided was clean, dry, and stored in labelled containers.

Part VI - Safety

Regulation 24 - Checking in and out and record of attendance

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

(3) A registered provider shall ensure that-

(a) no person other than-

(i) pre-school child attending the service,

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

(iii) an employee, or

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

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

Compliance Information

(1) The children's arrival and departure times were recorded on a daily basis. The attendance records were reviewed by the inspector.

(3)(a)(b) A written record was available at the service entrance for persons not referred to in particulars (i) to (iv) to record their details and reason for visiting the service.

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

(2)(a)

There was a first aid box with ample supplies for a max of 30 children with items all safely stored, easily accessible and in a conspicuous position in the staff room adjacent to the kitchen.

(b)The service demonstrated that the first aid box was fully equipped, with content items in date and available to the children attending the pre-school service.

Non-Compliance Information

(1)
While it is acknowledged that 7 staff have training in first aid, the service provided no documentary evidence that a person was trained in First Aid Responder (FAR) established by the Pre-Hospital Emergency Care Council (PHECC) first aid for children and was available at all times to the children attending the pre-school service. This posed a risk of safety to the preschool children and staff in the service.

Corrective & Preventive Action submitted by the Registered Provider

On the 1/07/2024 and 10/09/2024 the registered provider advised of the following.

Corrective and Preventive Action

A training day has been booked for one staff member to attend FAR training on the 3rd, 4th, and 5th of July 2024.

Supporting documentation submitted

A copy of the receipt for payment was submitted.

A photograph of the new FAR certificate was submitted.

Summary Comment

The inspectorate has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 25 (1) has been adequately addressed.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

Adequate insurance was available for the full day care service with cover for a maximum of 34 preschool children and an expiry date of 27/03/2025.