

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015KE014		
Name of Service:	Tigers Childcare		
Address of Service:	The Ryebriidge, Kilcock, Kilcock, Co. Kildare		
Eircode:	W23 XK51		
Name of Registered Provider:	Karen Clince		
Service type:	Full Day, Sessional		
Date of Inspection:	05/09/2023		
No of pre-school children:	AM	75	PM 54
Address of the Early Years Inspectorate:	Early Years Inspectorate, Child and Family Agency, Suite 7, Vista Primary Care Centre, Ballymore Eustace Road Naas, Co. Kildare W91 X38W		
Inspection undertaken by:	T. Duignan and F. Maher		
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	n/a
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Description of service

Tigers Childcare provides full day-care and sessional care to pre-school children aged 0 - 6 years of age. The service operates from 7:30am – 18:30 hours Monday to Friday. The service is based in a purpose-built building located in a housing development on the outskirts of Kilcock. There are eight care rooms, a kitchen, laundry and an office. The outdoor area is located at the sides, rear and front of the property.

Staffing

There were twenty-five adults present on the day of inspection, one of whom was the person in charge; twenty adults were working directly with the children. The registered provider was not present for the inspection. Three adults provided support to designated care rooms when required. A kitchen assistant and cleaner were also employed.

The Quality and Compliance Support Manager arrived in the service after the inspection commenced and was present at the feedback meeting.

All adults working directly with the children all held a recognised qualification in Early Childhood Care and Education on the national framework of qualifications.

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 and safety. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under

- Regulation 9 (1)(a)(b), (2)(a)(b)(c)(d), (4) - Management and recruitment.
- Regulation 11(1),(2) – Staffing Levels.
- Regulation 23 – Safeguarding health, safety and welfare of child.
- Regulation 24 – Checking in and out and record of attendance.
- Regulation 25 – First Aid.
- Regulation 26 – Fire Safety Measures.
- Regulation 27 – Supervision
- Regulation 28 – Insurance.

however, on inspection additional non-compliance which posed significant risk was identified under:

- Regulation 29(c) - Premises.

These findings are outlined within the relevant regulation within this report.

A sampling process was used to assess compliance under:

- Regulation 9(2)(a)(b)(c)(d), (4) – Management and Staffing,
- Regulation 23 – Safeguarding health, welfare and safety of the child.

As a result, the scope of the inspection included Senior Discoverers, Junior Discoverers, Explorers 2 and Explorers 1.

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

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

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

Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, quality and compliance support manager, 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 a named person to deputise as required.
- (b) The named person in charge remained on the premises for the duration of the inspection.

Eleven staff records were reviewed.

- (2)
- (a) Two written and verified past employer references were available in respect of nine adults employed in the service and one written and verified past employer reference was available in respect of two adults employed in the service whose records were reviewed.
- (b) One written and verified reference from a reputable source other than a past employer was available in respect of one adult whose records was reviewed.
- (c) Garda Vetting disclosures was available for eleven staff members.
- (d) Police vetting was available for six adults who had lived in a state other than the State for a period of longer than 6 consecutive months.
- (4) Ten adults working directly with the children held qualifications in Early Childhood Care and Education at Level 5 or higher on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

Non-Compliance Information

- (4) One adult working directly with a preschool child did not have a qualification in Early Childhood Care and Education at Level 5 or higher on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (4)
- The team member mentioned above is part of the ancillary team and does not work directly with the children. We have a system in place where colleagues call the centre management or a nominated person using a portable handset to assist with children if needed. On the day of inspection, the inspectors witnessed a colleague calling on our ancillary colleague in error to assist a child use the toilet. To correct this error, both colleagues were briefed on the correct procedure.

All team leaders have been briefed on the roles and responsibilities of each colleague within the center during the team meeting on the 26 September 2023. The Supervision of Children Policy was also revisited at the team meeting to ensure cohesive practice. Phones are in place and team members have been advised to call for assistance from a member of the management team or person in charge to support transitions and toileting from the garden.

Supporting documentation submitted

1. Team meeting sign in sheet
2. Team meeting agenda

Summary Comment

The written response and documentation have been assessed by the Early Years Inspectorate. Regulatory compliance is met for regulation 9.

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) There were seventy-five children attending the service being supervised directly by eighteen adults.

(2) The minimum ratio of adults to children was adhered to during the day.

(8)(a) There were at least two adults on the premises at all times for the duration of the Inspection. This was confirmed following review of the staff roster for the service.

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 to the service was electronically controlled by staff members to prevent children from exiting the service unsupervised and to restrict unauthorised persons from gaining access to the care rooms. The person in charge documented the inspectors' visit to the service in the visitor's book on arrival. The service met the necessary safety requirements in respect of the indoor environment, toys and equipment and safe storage of cleaning agents. The staff members in the service completed daily indoor risk assessments to promptly manage any risk identified. The service had a system in place to manage maintenance issues.

Infection Control:

There was an infection control policy in place. Thermostatically controlled hot water, liquid hand soap and paper towels were readily available for hygienic hand washing and drying. The staff members supervised children's handwashing and handwashing routines were well established. Nappy changing practices were generally consistent with the nappy change procedure for the service. Foot pedal operated bins were provided for the disposal of used tissues and nappies.

Written cleaning schedules were maintained for the room environments which were observed to be clean and tidy.

Administration of Medication:

Medication was not given at the time of the inspection, written parental consent was available should medication be required to be administered to a child. The staff members were familiar with required safe practice when administering medication in the service. Medicine was safely stored.

Safe Sleep:

There was a rest area in each of the care rooms for any child who wished to take a break from activities or rest. Two cot rooms with twenty cots and sleep mattresses were available for the children who required sleep during the day. Bed linen was stored in individual containers. The staff members were familiar with current safe sleep guidance and practice. Ten-minute sleep check observations were completed on all sleeping children and the staff documented the colour, position and breathing of sleeping children in their care. The environmental temperature of the sleep rooms and the care room when used for sleep was maintained between 16^o-20^o Celsius as air conditioning units were installed.

Fire Safety:

Monthly fire drills had been carried out and staff members were familiar with fire safety evacuation procedures from the service. The fire exits were not obstructed.

Outing:

The service conducts outings. An outings policy is available.

Non-Compliance Information

General Safety:

1. There was no dedicated staff member allocated to prepare and risk assess the play area prior to each group of children using the space, this was a non-compliance at the previous inspection on 5 December 2022.
The corrective and preventive action response stated that "Responsibility has been allocated to a dedicated staff member who is supernumerary to ratio in the service to complete a check of and prepare the outdoor area prior to the children arriving to play."
2. There was no documentary risk assessment completed to assist staff members managing the use of the large multi activity climbing and slide frame in the outdoor area.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. A new rostered system has been implemented to ensure the garden is inspected for risks at regular intervals throughout the day. The team members who will facilitate these risk assessments are supporting colleagues who are regularly supernumerary. The management will oversee and support that these checks are completed at regular intervals. Staff were briefed on the supervision of children policy and the most recent staff meeting.
2. A risk assessment has now been completed and shared with all colleagues at our most recent team meeting. The management team have introduced a new risk assessment for the climbing frame and training provided to all team leaders. Moving forward this document will be revisited with the team at regular intervals during our scheduled team meetings. The management team will continue to support and supervise in the safe management of the climbing frame.

Supporting documentation submitted

General Safety:

1. Risk assessment for climbing frame.
2. Rostered system.

3. Team meeting sign in sheet
4. Team meeting agenda

Summary Comment

The written response and documentary evidence submitted has been assessed by the Early Years Inspectorate. Regulatory compliance is met for regulation 23.

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.*
- (2) Where there are more than 15 children attending a pre-school service in a drop-in centre, the registered provider shall ensure that one employee or unpaid worker is assigned responsibility for the checking in and out of children.*
- (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.*
- (4) A registered provider shall ensure that a record in writing referred to in paragraph (3)(b) is retained for a period of one year from the date to which it relates.*

Compliance Information

- (1) The registered provider ensured that each child was checked in and out of the service. This was confirmed by the electronic attendance record maintained in each care room.
- (2) Not applicable.
- (3) (a), (b) The registered provider ensured that any person entering the service was approved and a record in writing was maintained.
- (4) The registered provider confirmed that the records were retained in storage for the required period.

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) Persons were trained in in First Aid Response (FAR) for children and were immediately available to the children attending the service.
- (2)
- (a) The first aid equipment was safely stored, in a conspicuous position in each care room.
 - (b) Suitably equipped first aid boxes for children was available to the children attending the service.

Part VI - Safety

Regulation 26 - Fire safety measures

- (1) *A registered provider shall ensure that a record in writing is kept of-*
- (a) *any fire drill that takes place in the premises, and*
 - (b) *the number, type and maintenance record of 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 written record was available of fire drills completed in the service; the last recorded fire drill was on 15 August 2023.
 - (b) A maintenance record was kept of the firefighting and smoke alarm system in the premises. The firefighting equipment was serviced in August 2023 and the smoke alarm system was serviced on 3 July 2023.
- (4) A notice of the procedures to be followed in the event of a fire was conspicuously displayed in the service.

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 were seventy-five children attending the service who were supervised by eighteen adults at the time of inspection.

Non-Compliance Information

1. Nine children aged 2-3 years were not adequately supervised when descending the main staircase at 10:40am. It was observed that one staff member remained to the rear of the children as they descended, the second staff member, in front of the children, waited at to the bottom of the stairs and was not present on either of the two landings/returns between the top and bottom of the staircase to assist/supervise the younger children descend each section of the staircase.

This area of practice was a non-compliance at the previous inspection on 5 December 2022. The corrective and preventive action response stated that “The manager practiced the procedure with the team to ensure all colleagues are aware that a staff member must lead the group, while the second staff member will be at the end of the line, and where a third staff member is required, they will assist in the middle of the line.”

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1.
A more robust step-by-step procedure has since been implemented to support the transition through the staircase. The team are working on implementing visual aids to support the children to descend the stairs safely with the introduction of “markers” to assist the transition. Supervision is paramount and the management team will provide training and guidance to the team members until the procedure is fluid.

All team leaders have been provided with training by the management team on the creation and introduction of a step-by-step procedure with the use of visual aids and markers for the children. This step-by-step procedure and visual aids will be introduced over the coming days, based on observations and method practice. This guided procedure has been curated by the management team and room leaders as a working document that will evolve with the age and stage of the children. The procedure will be assessed and reviewed regularly with the management team and colleagues to ensure safe and secure transitions. This procedure training will be included for all new colleagues during their induction training. The management team will continue to support and supervise the transitions of groups while descending the main staircase.

Supporting documentation submitted

1. Team meeting sign in sheet
2. Team meeting agenda
3. Step by step guide x2 - Written & Photographs.

Summary Comment

The written response and documentary evidence submitted has been assessed by the Early Years Inspectorate. Regulatory compliance is met for regulation 27.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

There was evidence of current insurance cover valid until 28 March 2024. The insurance provided cover for 125 children.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-
(c) kept adequately lit, heated and ventilated

Non-Compliance Information

(c)

1. The environmental temperature in Explorers 1 room was not maintained between the required 18° - 22°C for the safety and comfort of the children attending the rooms, between 11:05am-12:12pm the room temperature was recorded between 25.8°C-26.5°C.

It is acknowledged that all windows and the door to the room were opened, and a fan was switched on to assist in cooling the room, children were wearing light clothing and were offered, or self-served themselves regular drinks of water which was freely available.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(c)

1. An email was sent by our managing director to all services on 24th May 2023 outlining the steps to be taken to mitigate against the risks involved when temperatures are high in the services per HSE guidelines.

We will continue to follow the recommendations of the EYI and HSE when it comes to managing the temperatures in our services as global temperatures continue to rise and we experience higher than normal temperatures. We will investigate cost-efficient, sustainable options to reduce room temperatures.

Supporting documentation submitted

1. Two documents

Summary Comment

The written response and documentary evidence submitted has been assessed by the Early Years Inspectorate. The minimum requirement for regulatory compliance for regulation 29 (c) is met. This area will be assessed at the next inspection.