

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015KE029
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Name of Service:	Tots Creche & Daycare Nursery Limited
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Address of Service:	Roseberry Hill Rickardstown, Newbridge, Co. Kildare
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Eircode:	W12 PK26
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Name of Registered Provider:	Annette Akerlind, Audrey Murray
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Service type:	Full Day, Part Time, Sessional
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Date(s) of Inspection:	21/01/2025
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No of pre-school children:	AM	82	PM	56
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Suite 7, Vista Primary Care, Ballymore Eustace Road, Naas, Co Kildare
Inspection undertaken by:	F Carty 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	Not applicable.
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Description of service

Tots Crèche and Daycare Nursery Ltd. is registered to provide full day, part-time and sessional care to children aged 0 to 6 years. The service is one of ten services operated by the registered providers. The service operates from seven rooms in a purpose built crèche facility. There are six rooms on the ground floor, and one room on the first floor. There were six rooms in operation on the day of inspection. There were two separate sleep rooms and sanitary accommodation is provided together with an outdoor area which is located at the rear of the building. The service opens from 7.00am to 6.30pm Monday to Friday. A morning Early Childhood Care and Education Scheme (ECCE) session is provided from 9am to 12pm and 9.30am to 12.30pm for 38 weeks of the year. There is a kitchen on the premises where all meals and snacks are prepared. An office, staff room, storage area and staff sanitary accommodation is also available on site.

Staffing

The service employs seventeen staff including a manager and deputy manager, cook and two people who works with school age children.

On the day of inspection there were fifteen staff members working directly with the preschool children including the manager and deputy manager. Following the inspectors arrival a further two staff members arrived from another service together with the area manager. One staff member left the service after approximately one hour. The registered provider was not present in the service.

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, information and records, 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 the following regulations:

Regulation 9 – Management and recruitment

Regulation 11 – Staffing Levels

Regulation 16 – Information and records

Regulation 19 – Health, welfare and development of the child

Regulation 23 – Safety

Regulation 25 – First Aid

Regulation 26 - Fire

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

A sampling process was used to assess compliance under regulation 16, information and records.

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, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(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.

(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(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

The inspection focussed on the recruitment records of all staff.

(2)

(a)(b)

Forty-one validated references from a past employer or reputable source were available for twenty one staff.

(c)

Garda vetting disclosures were available for all twenty one adults. The service demonstrated compliance with the Regulatory notice for services to renew Garda vetting every three years for all staff members.

(d)

International Police vetting was available for 7 adults who had lived in a state other than the State for a period of longer than 6 consecutive months.

(4)

All staff had the required level of qualification or equivalent available for inspection.

Non-Compliance Information

- (2)
- (a)(b) One reference was not accepted for one staff member.
- (d)
- International Police vetting for three adults were not translated to English.
International Police vetting as not available for two adults.
- (3)
- Three references had not been validated prior to two adults commencing employment in the service.
Garda vetting for one adult had not been sought or reviewed prior to one adult commencing employment in the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (2)(a)(b)
- A new reference has been put in place for this staff member. A reference from a reputable source or past employer must be obtained and checked before a staff member is offered a position in the company.
We have a recruitment specialist who hires all new staff and completes the staff files and uploads them onto our Tots Portal before notifying the Area Manager to carry out the induction and training process with the new staff member.
- (d)
- International Police Clearance have all been translated and placed into the staffs' files.
International Police Clearance has been sought for two adults. Police Clearance results must be translated into English before a staff member is employed by the company and a record kept in the staff's file.
- (3)
- All references for all staff have been checked and validated and are in all staff files
Garda vetting was in process for this staff member; however, this staff member was only supposed to be working in the office until the vetting came through. This was a complete miscommunication, and the manager was not aware of this at the time. This has been rectified with our new procedure with our recruitment specialist.
All staff references are checked by our recruitment specialist before a staff member is employed with the company.
We have put procedures in place that prevent this from happening again. Only when the recruitment department has checked qualifications is the candidate interviewed. When the candidate is interviewed, and their references and vetting has been checked and police clearance checked (if applicable) will the candidate be offered a position in the company.

Supporting documentation submitted

(2)

(a)(b) A copy of two new references were submitted.

(d) Copy of translated vetting submitted.

(3)

Recruitment Policy and Procedures submitted. Minutes from Managers meeting.

Summary Comment

The corrective and preventive actions together with the supporting documents were reviewed by the inspector and are deemed to meet the requirements of 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.

Compliance Information

(1) An adequate number of adults were working directly with the children at all times during the inspection.

(2) The minimum ratio of adults to children for full day care services was adhered to at all times during the inspection. There were eighty two children attending the service being supervised by fifteen adults in the morning and fifty six children attending the service being supervised by twelve adults in the afternoon.

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:

- (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.*

Compliance Information

- (h) Details of the attendance of each child in each room were electronically recorded at the time of entering and leaving the service.
- (j) Of a sample size of ten medication administration records reviewed, six of the records were signed by staff and parents and were completed appropriately.
- (k) A sample of ten accident and incidents records were reviewed. These records were signed by staff and parents and were completed appropriately.

Non-Compliance Information

- (i)
Although the staff roster was available on the day of inspection it did not accurately reflect the adults working in the service on the day. An additional staff member arrived subsequent to the inspectors' arrival which was not recorded on the roster.
- (j)
Four of the medication administration records reviewed did not have the child's full name recorded; this lack of detail had the potential to cause confusion as to which child had received the medication particularly when the child was being picked up from the service as the parent's signature was required.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (i) Staff Rosters are supplied to staff on a weekly basis. We have now put in place that all staff rosters need to be updated throughout the day reflecting the changes that happen if staff ring in sick and cover staff arriving. Staff rosters have to reflect the day when changes happen as they are not accurate if they do not get changed.

(j) Medical consent forms have been amended and all staff are required to check the child's full name, date of birth, medicine name, dose, time due and date antibiotic was prescribed. It is then up to staff to complete the record of medicines administered and sign and witnessed and then get the Parent/Guardian signature to show medication has been given. Medical Consent forms must be filled in correctly to make sure all Staff and Management know the requirement of the dosage and time due and for which child. Staff are required to get Parents/Guardians to sign so Parents/Guardians know when their child has received medication to know when the next dose is due.

Supporting documentation submitted

(j) Medication administration form submitted.

Summary Comment

The corrective and preventive actions submitted by the registered provider will address the non-compliance identified under Regulation 16.

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-

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

Compliance Information

(1)(b)

The service provided a range of nutritious meals and snacks served to children attending on a part time and full time basis at regular intervals throughout the day. These were prepared on site. Snacks were provided by parents of children attending the service on a sessional basis. Children in each of the rooms observed were seated in an age-appropriate manner at low level tables and chairs or in high chairs to enjoy their meals. Children were encouraged and supported to feed themselves and staff were observed offering help to younger children if required. Water was provided in individual drinking cups or bottles depending on the child's age and stage of development and milk was offered with the main meal and snacks. There were adequate portions observed to be provided for each child and alternative options available for children with specific dietary requirements. Bibs were

available and used to protect the children's clothing during mealtimes and the younger children's faces were cleaned following their dinner.

Older toilet trained children were observed accessing the sanitary accommodation independently and staff provided support when necessary. Nappy changing for younger children in the service occurred on a scheduled basis and more frequently if required. The procedure was carried out in a positive manner with staff engaging children in social conversation throughout the process.

The individual sleep needs of children in the baby room were met, with children in this room placed to sleep when they displayed signs of tiredness. There was a designated nap time in the Cruiser and Toddler rooms. Children who did not require a nap were brought to another room during nap time.

One baby, who was settling in the baby room and was briefly upset was observed being held, cuddled and comforted by the staff member caring for them.

There was evidence of staff members building secure relationships with children in their care. Staff members demonstrated a familiarity with individual children and were heard discussing likes and dislikes of children in the room. Staff also utilised moments of one-to-one care and play as an opportunity to engage children in conversation about their home and family life. Each of the rooms contained photos of each child's family members. Staff discussed each child's day at drop off and collection times. The service also used an interactive messaging service to communicate specific information on each child with parents.

Children were supported to interact positively with one another, and minor behaviour issues were addressed before escalating. Staff were observed getting down to children's level, speaking in soft tones and encouraging children to interact positively with one another.

Non-Compliance Information

1. Runny noses of children attending the Toddler room were not wiped in a timely manner. Children were observed using their sleeves to wipe their noses.
2. Children in the Toddler room were placed to sleep on a stackable bed but had no blanket for comfort or warmth. Staff stated they never use blankets with this age group.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. Staff Spot checks were carried out by the manager of the service at different times throughout the day whilst observing the staff using our spot checks sheet for compliance of Policies and Procedures. This ensures continuity of Policy and Procedures being implemented correctly. This will also highlight areas of non-compliance and gaps in compliance, re- training needs. Once a staff member is observed not to be

following Policy and Procedure, they are instructed to read Policies and Procedures regarding the non-Compliance and will be observed further to make sure adequate training has been received and are being implemented. Carrying out Infection control measures within the service is the only way of preventing the spread of illness and infection.

2. All children have blankets whilst in a cot, floor bed or on a stack bed. All children must be provided with sheets and a cellular blanket for their sleep/rest period.

Supporting documentation submitted

1. Spot check document submitted.
2. Photos of blankets on beds submitted.

Summary Comment

The corrective and preventive actions together with the supporting documents were reviewed by the inspector and are deemed to meet the requirements of Regulation 19.

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 registered provider ensured the safety of the children as follows:

Entry to the service was safely secure to prevent unauthorised access and children from leaving the area unsupervised. Cleaning agents and medication were stored safely out of reach of children. All toys and play equipment used by the children appeared to be in good condition and were secured appropriately.

Staff members in the baby and cruisers room advised the inspector they immediately remove any beaded necklaces a child may be wearing as they were aware of the choking hazards associated with these items.

Infection Control:

The pre-school rooms and adjoining sanitary facilities were in a clean condition. Up to date cleaning schedules outlining appropriate cleaning methods and the various areas to be cleaned within the playrooms and sanitary accommodation were available. Staff members were observed sweeping the floors and cleaning the tables after

meals and messy play. The wash hand basins were equipped with liquid soap and paper towels to support effective handwashing. Handwashing was observed after outdoor play in the Toddler room and before meals in the baby and cruiser rooms. Children were observed washing hands after using the toilet. The nappy changing practices observed were appropriate for infection control and followed all steps contained in the service policy.

Administration of Medication:

There was written evidence of prior parental consent for the administration of both temperature reducing and prescribed medications. Staff adequately detailed the procedures for administering medication when required during discussions with the inspectors.

Safe Sleep:

Staff were familiar with safe sleep guidance. Sleep logs were maintained in the dedicated sleep room and the younger care rooms, and individual children's observations recorded every ten minutes. Standard cots and low-level beds were available for sleep and were used in accordance with children's ages and developmental needs. The temperature of the rooms where children slept were maintained at the required temperature ranges.

Fire Safety:

Regular fire drills took place and all emergency exits were kept clear.

Outing:

Outings take place for the older children from the service as advised by the deputy person in charge, parental consent must be obtained and an Outings policy was in place to guide practice.

Non-Compliance Information

Infection Control:

1. The staff in the Toddler room did not wash children's hands prior to having snack. This poses a risk of cross contamination.
2. The pedal bin in the Toddler room was broken. Staff and children were observed handling the lid of the bin when discarding rubbish. This poses a risk of cross contamination.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. It is good hygiene practices if children are encouraged and supported to develop self-help and personal hygiene skills from an early age. There are visual signs and notices up to teach the children good hand washing practices throughout their day. Spot checks have been carried out making sure staff are carrying out these routines also.

2. The pedal bin in the Toddler has been replaced and upon further inspection the bin in the garden was also replaced as it broke also. A surplus supply of pedal bins have been bought and put in storage so if any service requires bin replacements that we don't have to wait on deliveries.

Supporting documentation submitted

Infection Control:

1. Photos of hand washing signage was submitted and staff training document.
2. No supporting documents submitted.

Summary Comment

The corrective and preventive actions submitted by the registered provider will address the non-compliance identified under Regulation 23.

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 registered provider ensured that a staff member trained in FAR was available at all times to the children.

(2)

(a)(b) A first aid box was available and stored in a conspicuous position within 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 fire fighting equipment and smoke alarms 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 20 December 2024.

(b) A maintenance record was kept of the firefighting and smoke alarm system in the premises. The firefighting equipment was serviced July 2024 and the smoke/fire detection system was serviced 14 November 2024.

(4)

A notice of the procedures to be followed in the event of a fire was conspicuously displayed in the service.