

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015KE097		
Name of Service:	Chatterboxes Childcare Celbridge Ltd		
Address of Service:	Backweston Lab Campus, Stacumny Lane, Celbridge, Co. Kildare		
Eircode:	W23 VW2C		
Name of Registered Provider:	William McMickan		
Service type:	Full Day, Part Time, Sessional		
Date of Inspection:	12/06/2023		
No of pre-school children:	AM	41	PM 35
Address of the Early Years Inspectorate:	Early Years Inspectorate, Child and Family Agency, Suite 7, Vista Primary Care Centre, Vista Primary Care Ballymore Eustace Road Naas, Co. Kildare W91 X38W		
Inspection undertaken by:	T. Duignan, 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

Description of service

Chatterboxes Childcare Celbridge Ltd. opened in 2005. The childcare service provides Full Day Care, Part-time and Sessional education and care to pre-school children aged 0-6 years of age. The service currently is operating from 7:30am – 18.00 hours Monday to Friday since reopening post the Covid-19 lockdown. It can accommodate a maximum of 43 children.

The service operates from a purpose-built premises situated within the campus of the State Laboratory close to Celbridge. There are four care rooms available. The service has a sleep room with cots available for children aged 0-2 years requiring sleep. There is a large outdoor area to the side and rear of the service.

The service has a kitchen, office and staff room on the premises.

Staffing

There were ten adults present on the day of inspection and of these nine were working directly with the children.

The manager was supernumerary and provided support to the care rooms as needed. An adult was employed to prepare food in the kitchen. The registered provider was not present on the day of the inspection.

Ten of the eleven adults employed and working directly with the pre-school children in the service had completed a major award in Early Childhood Care Education as per 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, health, welfare and development of child, safety and premises and facilities.

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

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

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

Additional Information

This service had a condition attached to its registration on 4th October 2022 for 12 months under Part IV, Article (23) Child Care Act 1991 Early Years Regulations 2016.

Following this inspection, the condition was removed on 26th July 2023.

Acknowledgments

The inspectors wish 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
- (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.

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5.
- (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and
- (c) these Regulations.

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.
- (c) There was evidence that there was a clear management structure in the service.

The records of 14 staff members were reviewed.

- (2)
- (a) Two written and verified past employer references were available in respect of six adults and one written and verified past employer reference were available in respect of four adults employed in the service whose records were reviewed.
- (b) Two written and verified reference from a reputable source other than a past employer was available in respect of four adults and one written and verified reference from a reputable source other than a past employer was available in respect of four adults whose records was reviewed.
- (c) Garda Vetting disclosures were available for all staff members.
- (d) Police vetting was available for three adults who had lived in a state other than the State for a period of longer than 6 consecutive months.
- (4) Eleven 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.
- (7) The registered provider had implemented a system of regular team meetings and one to one supervision with the staff. This was evidenced by written documentation which included minutes of team meetings and the staff supervision individual record.

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 forty-one children attending the service being supervised directly by nine adults.

(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.

Non-Compliance Information

(2) There was no adult available from 10:13am – 11:50am to provide additional support to a care room if it was needed as the manager was working in the Baby room to ensure that the minimum adult child ratios were maintained.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated in the written response submitted that:

Corrective and Preventive Action

(2) Our ratios were correct at all times. The manager is usually out of ratio; however, she is qualified to cover in a room if it is required (if a staff member calls in sick at the last minute, or for any other emergency). We also have other temporary (qualified) staff members on call should the need arise.

We continue to monitor our staffing levels to make sure our child/adult ratios are correct.

Supporting documentation submitted

No evidence submitted.

Summary Comment

The written response submitted has been assessed by the Early Years Inspectorate. Regulatory compliance is not met for regulation 11 as the written response does not address the absence of an additional staff member to provide support to care rooms.

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.*
- (i) details of staff rosters on a daily basis;*

Compliance Information

(1)(a) Photographic identification and curriculum vitae were available in the staff files for all staff employed in the service.

Non-Compliance Information

(1) (i) The following information was not recorded on the staff roster:

- The roster was not maintained in real time as one relief staff member was not recorded; first names only were recorded; staff breaks were not recorded; it was handwritten and difficult to interpret.
- The roster did not reflect the person(s) trained in first aid on duty in the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(i) The roster has been cleaned up. All the relevant information can be easily seen, including staff trained in First Aid. The management will make sure the information is clear on a weekly basis.

Supporting documentation submitted

Photograph of the revised roster on a daily basis.

Summary Comment

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

(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

Basic needs of Children.

There was a healthy eating policy in place in the service. Food was freshly prepared on the premises daily.

Water was freely available in the preschool rooms to the children throughout the day. Drinks were offered to the babies and younger children regularly. The babies were provided with formula milk, which was prepared by parents, stored in the fridge on arrival at the service and then reheated in a bottle warmer prior to being offered to the babies.

The younger children were provided with bibs to protect their clothing during mealtimes.

Children enjoyed freedom of movement in all the rooms and were provided with outdoor play in the morning and afternoon.

Children's behaviour was managed positively using praise and encouragement by the adults caring for the children.

Nappy changing procedures were carried out on a routine basis and more frequently if required.

A sleep room with six standard cots for children aged less than two years was available to facilitate needs led sleep for the children aged under 2 years. Low level sleep beds with appropriate bed linen were available for older children requiring sleep at a designated time.

Supporting relationships around child.

The staff members were observed to be warm and kind towards the children in their care. Children were spoken to using their first names, appropriate eye contact and with soft vocal tones during interactions.

The staff members in the Baby and Toddler rooms were observed nursing and comforting children who became upset or wanted to be nursed.

The staff members also have a brief conversation with parents at the drop off and collection points.

The manager uses email and telephone as alternative methods of communication; face to face meetings by appointment can be arranged as necessary.

Physical and Material Environment.

The pre-school rooms were equipped with low level tables and chairs, highchairs and low-level shelving in each care room. Areas of interest were present in each of the care rooms and the staff members ensured that the play environments were adequately resourced and presented to encourage child led play.

The outdoor area was accessed directly from the Toddler and ECCE rooms. Children were provided with outdoor play daily.

Programme of activities and its implementation.

There was documentary evidence available that staff members in each of the care rooms were recording children's emergent interests. Written plans to support children's learning in the short and medium time frames were available in each care room.

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 pre-school room. The manager 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 and outdoor 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. Foot pedal operated bins were provided for the disposal of used tissues and an appropriate foot pedal operated bin was available for the disposal of soiled nappies and wipes. Written cleaning schedules were maintained for the room environments which were observed to be maintained in a clean and hygienic condition.

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:

A sleep room with a total six cots were in place for children less than 2 years of age and eleven low-level sleep mats were available for all children aged over 2 years requiring sleep. There was an adequate number of cots to provide needs led sleep for young children. The staff members were familiar with current safe sleep guidance and practice. It was observed that 10-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 was maintained between 16^o-20^o Celsius. Comfortable rest areas were available for the children in the care rooms if they wished to take a break from activities and rest.

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

Infection Control

1. It was observed that staff members did not remove the single use disposable gloves and single use disposable apron at the point the soiled nappy was disposed of. This was not consistent with best infection control practice for nappy changing.
2. A roll of paper towel was not in a dispenser in the nappy change area for the hygienic dispensing of the towel.

Action submitted by the Registered Provider

The registered provider stated in the written response submitted that:

Corrective & Preventive Action

Infection Control:

1. Staff have been reminded of the correct procedures with regard to changing nappies. A new written procedure is in place and shared with the staff. The management will check with staff regularly to make sure they do not forget any of the correct procedures.

2. A new blue roll dispenser has been fixed to the wall in the nappy changing room.

Supporting documentation submitted

Infection Control:

Photograph of the new paper roll dispenser in the nappy changing room.

Summary Comment

The written responses and photographic evidence submitted has been assessed by the Early Years Inspectorate. Regulatory compliance is met for regulation 23. This area of practice will be assessed at the next inspection.

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 written attendance records 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 the main corridor and each room has a small first aid kit.

(b) Suitably equipped first aid boxes for children were available to the children attending the service.

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*
- (d) cleaned, maintained and repaired, as required, and*

Compliance Information

(c) Air conditioning units were fitted in the Pre-ECCE, Toddler and Baby rooms and also the sleep room and maintained the correct indoor environmental temperatures. The manager and staff monitor and manage the environmental temperatures as the air conditioning units can be adjusted to either boost cool air or hot air depending on the environmental temperatures. Each care room was equipped with wall mounted thermometers.

(d) The indoor and outdoor environments were observed to be clean. A cleaning schedule was in place to manage cleaning. The service had a system in place to manage maintenance issues.

Non-Compliance Information

- (c)
1. The lighting was dull in the Toddler room.
 2. The environmental temperature in the ECCE room was recorded at 23^o Celsius at between 11:05am-13:49pm.
- (d)
3. A horizontal board at the base of the toy's storage shed in the outdoor area was dislodged from its fixings on the right-hand side and required to be repaired.
 4. The metal protective light cover on one of the lights in the nappy change area had come off the light fitting. This required to be repaired.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated in the written response submitted that:

Corrective and Preventive Action

- (c)
1. This issue is due to a new dark floor that was installed. The walls are also dark. The walls will be painted in a bright colour which will brighten up the room.
 2. Air conditioning unit installed in Ecce Room. The temperatures in this room and in the other rooms will continue to be monitored in the service.

- (d)
- Horizontal board on outside shed has been fixed. Photographic evidence has been supplied. Management will keep a close eye on maintenance issues.
 - Metal protective cover has been refitted. Management will keep a close eye on maintenance issues.

Supporting documentation submitted

- No evidence submitted.
- Photograph of air conditioning wall unit fitted in ECCE room.
- Photograph of repair.
- Photograph of light fitting.

Summary Comment

The written responses and photographic evidence submitted has been assessed by the Early Years Inspectorate. Regulatory compliance is met for regulation 29. This area of practice will be reassessed at the next inspection.