

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015KY027
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Name of Service:	Cahereen Heights Childcare
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Address of Service:	26 The Meadows, Cahereen Heights, Castleisland, Co. Kerry
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Eircode:	V92 KF72
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Name of Registered Provider:	Marguerite O'Sullivan
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Service type:	Full Day
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Date(s) of Inspection:	09/02/2024
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Date 2 of Inspection:	12/02/2024
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No of pre-school children:	AM	45	PM	40
Day 2	AM	43	PM	N/A

Address of the Early Years Inspectorate:	Early Years Inspectorate, 13 Market Square, Mallow, Co Cork. P51DD5Y
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Inspection undertaken by:	F Collins
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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	N/A
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Description of service

Cahereen Heights Childcare is a full day care service offering full day care, part time and sessional early years services to pre-school children. This service is also registered to provide school aged childcare.

The pre-school service operates from a purpose-built building that consists of five care rooms downstairs. The school aged care service operates from the upstairs rooms which has separate access. There are facilities of children's toilets and nappy changing units in each of the rooms as required. There are adult sanitary facilities both upstairs and downstairs. The services kitchen is located upstairs and downstairs there is a laundry, and two offices.

There is a secured outdoor play space that is surrounded by the service to one side and high concrete walls and a high gate to the other.

The service is privately run and operates daily from 07.30 to 18.30, five days per week.

The early years service is registered to accommodate children from the ages of nought to six years.

Staffing

Twenty-seven staff in total work in the service, three of whom do not care for the pre-school children. These include the registered provider, the person in charge and deputy person in charge the staff on maternity leave, sick leave, annual leave, the caretaker, bus driver and the cook.

Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance/ health, welfare and development of child/ safety/ premises and facilities. The inspection may also focus on other areas as required.

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 both days of inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(1) A registered provider shall ensure that-

- (a) the service has a designated person in charge and a named person who is able to deputise as required,*
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and*
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.*

(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,*

(b) consideration of references from reputable sources in the case of a person who has no past employers,

(c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and

(d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.

(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

Compliance Information

- (1)
- (a) The service had a designated person in charge and a deputy person in charge on the premises on both days of inspection. The staff throughout the service were aware of who was in charge at all times.
- (b) The persons in charge or the named deputy persons in charge were on the premises at all times during the operation of the service.
- (c) There was a clear structure in the service that identified the management structure. Each care room had a room leader and childcare workers.
- (2)
- Twenty-seven adults work in the service, all 27 adult files were assessed for completeness.
- (a) Of the 54 references required 41 validated references were available from past employers.
- (b) Of the 54 references required 13 validated references were available from a source other than a past employer.
- (c) Garda vetting disclosures were on file for all 27 adults who work in the service.
- (d) Police vetting was required and available and translated where required for two staff who work in the service and have access to pre-school children.
- (4) Fifteen adults held relevant qualifications in Early Childhood Care and Education at level 5 or above on the national qualifications framework. Four adults had letters from the minister deeming their qualifications as equivalent.
- The adults, seven in total, did not hold relevant qualifications and were not providing care to the pre-school children. These adults were employed in school aged care, in cooking and cleaning roles.

Non-Compliance Information

(4) One adult that works on a relief basis did not hold a relevant qualification or hold a letter from the minister deeming their qualification as equivalent. Not ensuring staff who are caring for children have relevant qualifications may impact on the quality of care given to the children.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(4) The relief staff member above will work only with the school aged care service provision until the qualification they hold has been validated by the DCEDIY.

Supporting documentation submitted

(4) The assurances received from the registered provider on the corrective and preventive action form have been accepted as evidence.

Summary Comment

The requirements for this regulation have been met.

Part III – Management and Staff

Regulation 10 - Policies, procedures etc. of pre-school service

A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.

Compliance Information

The following policies were reviewed on inspection and were found to be adequate:

- The statement of purpose and function.
- The complaints policy.

Part III – Management and Staff

Regulation 11 - Staffing levels

(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

(2) All five care rooms were in operation on both inspection days.

The adult child ratios were correct as observed throughout the days.

09.02.2024:

- Creche room 1: (Baby room), two qualified adults were caring for 6 children all aged between 1-2 years. All children in this care room were attending on a full day care basis.
- Creche room 2:(Wobbler room), two qualified adults were caring for the 10 children aged between one and two years in this care room, all children were attending on a full day care basis.
- The Cubby room, (Toddlers), was staffed by two qualified adults, they were caring for 10 children aged between two and three years, all children were attending on a full day care basis.
- The junior pre-school room: this room was staffed by two qualified adults caring for nine children aged between two and three, all nine were attending on a full day care basis. Three further children were cared for in this care room outside the sessional hours as the older three children attended the senior pre-school room during the operation of the sessional hours.
- The Den (Senior pre-school), ten children were being cared for during the sessional hours by one adult.
- Staff cover for breaks was provided by the staff member who was helping in the Creche room 2 earlier in the morning or by the person in charge.

12.02.2024:

- Creche room 1: (Baby room) two qualified staff were caring for 6 children, one aged under one year and five aged between 1-2 years. All children being cared for in this room were attending on a full day care basis.
- Creche room 2:(Wobbler room) two qualified staff were caring for the 10 children aged between one and two years in this care room. All children were attending on a full day care basis.

- The Cubby room, (Toddlers), was staffed by two qualified staff, they were caring for 11 children aged two to three years, all children were attending on a full day care basis.
- The junior pre-school room: this room was staffed by two qualified adults caring for seven children aged between two and three, all seven were attending on a full day care basis.
- The Den (Senior pre-school) nine children were being cared for during the sessional hours by one adult.
- Staff cover for breaks was provided by staff who came on duty late in the morning or by the deputy person in charge.

All staff on both days of inspection were aware of their rostered hours of work and their breaks, these were consistent with what was recorded on the staff rosters obtained by the inspector from the person in charge. Allocated breaks on the first day of the inspection were reduced due to the staff absences as explained by one of the staff.

(8) The roster obtained by the inspector from the person in charge identified that a minimum of two staff were on the premises at all times during the operation of the service.

Part IV – Information and Records

Regulation 15 – Record of pre-school child

(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

- (3) A record in writing referred to in paragraph (1) or (2) shall be open to inspection on the premises by-
- (b) an employee who is authorised in that behalf by the registered provider, and
 - (c) an authorised person.

Compliance Information

(1) Of the 45 children present on the first day of the inspection a sample of thirteen children's registration forms were inspected. This included a sample of records from each care room.

The registration forms contained the information as required in (a) –(i) above on all thirteen forms assessed.

(3) The registration forms were available to:

- (b) The staff as appropriate who were caring for the children in each care room
- (c) The inspector.

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

- Meals and snacks on the day of inspection were served at suitable times. Adequate time was given to the children to enjoy their meal.
- Drinks were freely available in the care rooms for the older children.
- Staff supported the children with toileting when required.
- Bibs were available for use when the children in both Creche rooms were eating.
- Sleep was facilitated at a scheduled time after dinner in the Cubby room. Sleep in Creche rooms 1 & 2 was child led, where the children had access to cots when required.
- The staff in the junior pre-school room stated the children in this care room did not usually require sleep and could be collected early should they be tired.

- Rest facilities included child sized couches, small floor circular cushions and a beanbag, all were observed to be used on the day of the inspection. These facilities were adequate in the Creche rooms 1 & 2, the Den and the Cubby rooms.
- All children could move about freely in the care rooms and outside and no restriction was placed on their movement.
- When going outside on the cold day the children were appropriately dressed in coats and hats.

Supporting Relationships

- The children were observed to play alone and play in small and large groups. The children were observed to help each other, and this was encouraged by the staff.
- Parents were spoken to at drop off and collection and the service used a care application system which had details of the events of each child's day. The parents could log into this and see when their child, ate, slept, and went outside.
- A child who was being supported under the Access and Inclusion Model had a care plan available and this was updated and the actions contained within were known by the room leader.

Physical And Material Environment

- The Cubby, junior pre-school room, Creche room 1 and the Den had a variety of toys and resources. The resources were specific to encourage the development of each child, i.e. blocks and bricks and there was evidence of painting and artwork. Children had a choice of equipment available to them at their height.
- There were floor mats available in each of the rooms which were observed to be used by the children when they wanted to do activities on the floor.

Programme Of Activities

- A programme of activities was followed in each of the care rooms. The older children appeared to be aware of the routine and transitioning was with clean up songs and other cues that had been developed.

The Outdoor Environment

- The outdoor environment was well developed with playhouses, climbing facilities, tunnels and slides.
- The yard was concreted in small areas but was mainly covered in a soft matting surface.
- There were small sections covered that had a playhouse and the children could shelter here as required.

Non-Compliance Information

Basic Needs:

1. The children in the Cubby room were put to bed after dinner time at 12.30, stackable beds were set up and the two staff attempted to settle the children in attendance. One child on day 1 of the inspection and three children on day 2 of the inspection did not want to sleep and had access only to the beanbags as the beds took up the remainder of the care room. During this time the room was too dark for an activity and the children only had access to books. Not having a suitable well-lit space for the children that are awake to play or carry out activities may not meet each child's needs. On day 1 of the inspection the Cubby room was in a darkened state for 40 minutes and one of the staff explained that the room on some days may be set up for sleep and kept in a darkened state for up to two hours and therefore not meeting the needs of the children that are awake.
2. The children in Creche 2 were not offered their drinks during the meals observed on day 1 of the inspection. Not ensuring the children are kept adequately hydrated may lead to the children becoming irritable.
3. One child's needs for sleep was not met on day 1 of the inspection. The child in question was being cared for in a different care room on the day of inspection to their normal room and was upset and could not settle to sleep on the stackable bed, they normally slept in a cot. The staff member was comforting this child in their arms as they tried to soothe other children to sleep, however this child was observed to cry for a prolonged period of time.
4. A child who was sleeping during dinner time and ate their dinner late in Creche room 1 was not engaged or interacted with during their meal, the staff were observed to clean the room and assess the sleeping children. Not engaging with children during mealtimes allowed for missed opportunities to promote speech and language and social interaction and development.

Physical and Material Environment:

5. The chairs in each of the care rooms were stacked away after each meal/snack and the children, especially the younger children in Creche 2 and the Cubby did not have the ability to access a chair for tabletop work or to choose to sit to do activities, the children were observed to stand beside the table to do activities. Not having choice to sit in comfort to do activities could minimise the child's ability to continue with activities for any long period of time.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Basic Needs

1. The registered provider has assigned the Cubby room as a sleep room when required and the junior pre-school room as the care room used by the children who are awake. Therefore, children will have access to sleep/play spaces that are appropriate to their needs. Dim lights have been purchased for the Cubby room for use when the children are asleep. Work with Better Start will commence on 08.03.2024 to assist with the management of transitions.
2. Water stations have been introduced to all care rooms and children will have access to their beakers at all times inclusive of mealtime. This will ensure the children have access to water at all times.
3. Staff have been reminded to observe for children cues for sleep to ensure they can rest/sleep as required. The service has a plan in place for children that require cots. Floor beds will be introduced where applicable and this will be monitored by the management.
4. Staff have attended a staff meeting and they have been reminded of the importance of sitting with children during their meals. Management will conduct observations on the care practices within the care rooms to ensure high quality practices.

Physical and Material Environment:

5. The management will ensure chairs will be available for the children at all times throughout the day. This will be assessed on an ongoing basis by the management.

Supporting documentation submitted

1. A receipt for the purchase of the dimmable light has been received. A confirmation letter from Better Start regarding starting work with the service has been received.
2. Photographs of the water being accessible to the children has been received.
3. Minutes of the staff meeting have been received.
4. Minutes of the staff meeting have been received.
5. Photographs of the chairs being accessible have been received.

Summary Comment

Following receipt of the corrective and preventive actions and the evidence as listed above the requirements for this regulation have been met.

Part V - Care of Child in Pre-school Service

Regulation 20 – Facilities for rest and play

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

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

Compliance Information

(1)(a)

- Creche Room 1: this care room had suitable highchairs for mealtimes and the children had access to soft matting to allow for comfort when moving about and was suited to the ages of the children attending. Two adult sized armchairs were available to the adults to use when bottle feeding the younger children.
- Creche room 2: this room had suitable soft matting for the children to rest and relax and to use when engaging in floor play.
- The Den, junior and senior pre-school rooms were resourced for the ages of children attending with low tables and shelving that would allow each child easy access to resources.

(b) There were adequate facilities for the children to rest during the day in four of the care rooms.

- The Den, Creche room 1 & 2 and the Cubby rooms were adequately resourced with soft matting and rest areas.
- The sleep facilities for the children attending in Creche room 1 had access to six standard cots in a separate sleep room. The children attending Creche room 2 had access to eight standard cots between two sleep rooms.
- The Cubby room converted to a sleep room in the afternoon after dinner was finished and was set up with stackable beds.

Therefore, there was an adequate supply of cots/stackable beds available to the children that required sleep.

Non-Compliance Information

1. Rest facilities in the Junior pre-school room were limited with a carpet mat and a 2-seater wooden couch, this was not adequate for the number of children attending the room and for the length of the day the children were attending to allow them rest and opt out between activities.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. A soft couch has been purchased for the room to provide for additional rest facilities, cushions for sitting on the floor have also been purchased. The manger has stated these will be checked frequently.

Supporting documentation submitted

1. A receipt for the couch has been received and photographs of the cushions.

Summary Comment

Following receipt of the corrective and preventive actions and the evidence received the requirements for this regulation have been met.

Part V - Care of Child in Pre-school Service

Regulation 21 – Equipment and materials

A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.

Compliance Information

The service had play resources available in each care room suitable to the age of the children using them.

- Play resources to promote fine motor development included peg boards, bricks and blocks and arts and crafts materials. Evidence of painting was hanging in the rooms.
- Play resources for sensory play were varied with playdough, sensory trays of puffed rice and breakfast cereal, water play and painting.
- Gross motor play included climbing on the climbing frames outside or using the slide and the tunnel to climb through. There was access to ride on toys outside for the older children and in the care rooms for the younger children.

- Speech and language development was promoted through story time and there was a supply of books available to the children in each care room.

Non-Compliance Information

1. The play resources in Creche 2 were limited in quantity and variety on both days of inspection. There were some large blocks , soft toys, dolls and four floor toys. These resources were not adequate in quantity or in variety to promote the development of fine motor, gross motor and sensory skills. There were additional resources stored away and were brought out on occasion but when discussing these with the staff the frequency of access to additional resources was limited.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. Additional age-appropriate resources have been purchased and taken from storage to ensure adequate resources and a variety of resources are available for the children. Photographs of the resources set up demonstrate the additional resources now available.

Supporting documentation submitted

1. Photographs of the resources and a receipt for the purchases have been received.

Summary Comment

Following receipt of the corrective and preventive actions and the evidence received the requirements for this regulation have been met.

Part V - Care of Child in Pre-school Service

Regulation 22 – Food and drink

A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.

Compliance Information

The food and drink in the service was provided by the parents/guardians and the service:

Snacks in all rooms were provided by parents/guardians.

Meals of breakfast, dinner and evening meal were provided by the service.

09.02.2024: The main meal (dinner) which was given to the children between 12-12.30 consisted of chicken and pasta bake for the children attending Creche room 2 and was a pasta carbonara for all remaining children. An additional supply of food was available should any child indicate that they were hungry. The menu on this day was not followed as the cook was on sick leave, the parents were being informed of all meals served to the children via the service's childcare application.

12.02.2024: The main meal consisted of chicken curry in all care rooms. The meal was blended as required for the younger children. Additional food was available for any child who was hungry.

Non-Compliance Information

1. The main meal provided to the children with allergies on the 09.02.2024 was plain pasta, there was no protein source or vegetable offered to the children. This was not in keeping with the services policy on healthy eating. Children require a varied diet across the day, to ensure they receive adequate nutrition for them to grow, play and learn.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. An alternative menu has been developed to ensure children with allergies are provided with suitable and nutritious food. This menu will be reviewed by management who will make amendments if required.

Supporting documentation submitted

1. A copy of the revised menu has been received.

Summary Comment

Following receipt of the corrective and preventive action and receipt of the alternative menu the requirements for this regulation have been met.

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 internal and external doors were secured as required. The external door was secured with touch pad electromagnetic locks and the door onto the main lobby from the corridor was secured by electromagnetic locks, the exit switches for these were out of reach of the children. This prevented any child gaining access to the outside carpark and prevented unauthorised adults from gaining access to the service.
- The side gate that was opened in the morning to allow the parents/guardians drop off their children was secured prior to any child having access to the outdoor play space.
- The opening for the windows was at a height that no child could gain access to the outdoors via a window.
- The glass doors to the outdoor play area had a panel though the centre which indicated its presence to the children using same and would indicate to the children the presence of the door and prevent them running into it.
- The electrical cables observed were in good condition and out of reach of the children.
- The television in the Den room as out of reach of the children.
- The toys and play equipment were in good condition and free from pinch and crush points.
- Heavy equipment and furniture were secured to the walls as appropriate to ensure they did not fall on a child should they climb on same.
- There were four high chairs in use in Creche 1 and all four had appropriate five point harness to ensure the safety of the children when sitting in same.
- Cleaning agents were stored out of reach on high shelves.
- There was hot water accessible throughout the service at each sink that could be used by the children the water temperatures were maintained below 43°C, thus preventing a scald injury to the children.
- The outside stairs were not used by the pre-school children.

Infection Control:

- The service was cleaned daily and weekly. The service had employed a staff member to clean the premises and to assist in the kitchen.
- The children were observed to wash their hands in the Den, the Junior pre-school room and the Cubby before meals and when returning in from outside.
- The staff were observed to follow appropriate hygiene procedures of washing their hands and the hands of the children including cleaning the changing mat following a nappy change in Creche room1.
- The nappy changing areas were clean and well maintained. Each of the changing mats observed were intact and no tears on the covers was observed.
- There was hot water, liquid hand soap and paper towels and lidded bins available at all children and adult toilets and at the sinks in the care rooms.
- A supply of disposable aprons and gloves were available at all nappy changing areas.
- Children had individual shelves for the storage of their nappies and toiletries.
- All coats and bags were stored off the ground minimising contact and cross infection.
- Staff were observed to clean the tables before and after mealtimes with a suitable disinfectant.

Administration of Medication:

- No medication was observed to be administered on the days of the inspections.

Safe Sleep:

- The cot barrier heights where suitable. There were no foot holds in the cots noted and the space between the bars was of adequate distance. The space between the cots was greater than 50 centimetres apart.
- Ten-minute sleep checks were carried out on the children who slept. Records of these were available for inspection. The checks completed on the sleep children included position, colour and breathing.
- The children who slept in the Cubby room were provided with in room supervision throughout the sleep time.
- On day 2 of the inspection a child aged under 1 year was sleeping in the sleep room off Creche room 1, the sleep room temperature was recorded at 19.8°C.

Fire Safety:

- Firefighting equipment was accessible and was suitably fixed to the walls.

Non-Compliance Information

General Safety:

1. Plastic aprons were stored in a basket on a low shelf in the junior pre-school room and were accessible to the children who were independently toileting. This plastic poses a risk of suffocation.

Infection Control:

2. A child in Creche 2 and the staff who had changed their nappy did not have their hands washed after the nappy changing. Hand washing was not observed before dinner in Creche 2 on day 2 of the inspection. Not following appropriate hand washing procedures allows for potential contamination to spread and cause illness.
3. There was a strong odour of soiled nappies in the nappy bin in the changing room of Creche room 1 on 09.02.2024, not changing the bin and removing the soiled nappies in a timely manner may pose a risk of contamination and cross infection.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The plastic aprons are now placed on a high shelf and are out of reach of the children. Staff have been reminded to keep the aprons out of reach of the children at all times.

Infection Control:

2. Staff have read the nappy changing policy and the hand washing procedures document and have signed that they will implement same.
3. Staff have been reminded to bag the soiled nappies prior to placing them in the bin. Management will ensure the staff are free to change the bins during the day as required.

Supporting documentation submitted

General Safety:

1. A photograph of the basket with the aprons has been received.

Infection Control:

2. A copy of the hand washing procedure and the nappy changing procedure have been received. A copy of the list of staff who attended the staff meeting where this was discussed has been received.
3. The minutes of the staff meeting indicate that the staff have been informed of the nappy bins and the need to change them frequently.

Summary Comment

Following receipt of the corrective and preventive actions the requirements for this regulation have been met.

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.*
- (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) The service had a record of all fire drills carried out in the service. The last fire drill took place on 01.02.2024 and evidence that monthly fire drills were carried out was available.
- (b) The fire alarms were last serviced on 14.02.2023 and a record of same was available. The fire extinguishers were last serviced in August 2023.
- (4) The procedures to be followed in the event of an emergency were displayed in the service.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

The registered provider had an insurance certificate indicating that the service was insured to operate as a full day care service and to accommodate 119 children at any one time. The insurance expires on 27.03.2024.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

*A registered provider shall ensure that the premises of the service are-
(e) equipped with adequate and suitable sanitary facilities.*

Non-Compliance Information

1. There were inadequate toilets available for the numbers of staff working in the service. There were two adult toilets when three were required. Not having adequate facilities may pose a risk of contamination and cross infection. This issue was highlighted on the last inspection on 25.05.2023 and the works have not been carried out to date. The registered provider stated that a date had been set to complete the building works.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The registered provider has begun works to add additional toilet facilities to the premises.

Supporting documentation submitted

1. Assurances have been received that this will soon be rectified.

Summary Comment

The requirements for this regulation have not been met due to the requirement for building works. This will be reviewed on the next inspection.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

(1) A registered provider shall ensure that the complaints policy of the service specifies-
(a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
(b) the manner in which such a complaint shall be dealt with, and
(c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.

(2) A registered provider shall ensure that-

- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
- (b) the complaint is duly dealt with in accordance with the provider's complaints policy.

(3) A record in writing referred to in paragraph (2)(a) shall-

- (b) be open to inspection on the premises by an authorised person.

Compliance Information

- (1) (a) The procedure to be followed should a person want to make a complaint to the service was available for inspection.
- (b) The procedure detailed how the complaint would be dealt with.
- (c) The procedure detailed how the complainant would be kept informed.
- (2) (a) The service maintained a record of a complaint made in 2023.
- (3) (b) The paperwork held on complaints received by the service were open to inspection.

Non-Compliance Information

- (2) (b) The complaint assessed was not dealt with in conjunction with the services procedure on appeals to the outcome of a complaint investigation. The paperwork of the complaint assessed did not have any records of an appeal when the initial response was not accepted by the complainant.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (2) (b) The management team have reviewed the complaints policy to ensure the policy will be adequately implemented. Easier access to the appropriate documents has been organised within the office.

Supporting documentation submitted

- (2) (b) The sign off sheet for the staff having read the complaints policy has been received.

Summary Comment

The requirements for this regulation have been met.