

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015KY027		
Name of Service:	Cahereen Heights Childcare		
Address of Service:	26 The Meadows, Cahereen Heights, Castleisland, Co Kerry		
Eircode:	V92 KF72		
Name of Registered Provider:	Marguerite O'Sullivan		
Service type:	Full Day		
Date of Inspection:	18/03/2025		
No of pre-school children:	AM	48	PM 54
Address of the Early Years Inspectorate:	13 Market Square Mallow Co Cork P51 DD5Y		
Inspection undertaken by:	F Collins & J Dennehy		
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

Cahereen Heights Childcare offers full time, part time and sessional early learning and care services. This includes the provision of the Early Childhood Care and Education (ECCE) scheme. The service is also registered to provide school age childcare. The early learning and care service operates from a purpose-built building that has five care rooms downstairs. The school age service operates from rooms upstairs and has a separate entrance. The service has children's toilets and nappy changing facilities in each of the care rooms as required. There are adult sanitary facilities both upstairs and downstairs. The service has a kitchen located downstairs and two offices. The service has laundry facilities located downstairs. The service has an enclosed outdoor area that is accessible from each of the care rooms. The service is privately run and operates from 7:30 to 18:30, five days a week. The service caters for children between 0 to 6 years of age.

Staffing

There were 24 people employed in the early learning and care service. This included the registered provider, person in charge and three ancillary staff members. The three ancillary staff were a bus driver, caretaker and 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.

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 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.

(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

- (1)
- (a) The service had a designated person in charge and a named person who was able to deputise if needed.
 - (b) The designated person in charge and the named person were on the premises for the duration of the inspection. The registered provider arrived during the inspection.
 - (c) There was a clear management structure in the service and all staff were aware of their roles and responsibilities.
- (2) The staff files for 17 adults employed in the service were the subject of inspection, along with reviewing 2 staff files for Garda Vetting only. The remainder of the staff files were reviewed on the last inspection.
- (a) Of the 34 required references, 32 were from the previous employers with the required validations on file.
 - (b) Of the 34 required references, 2 were from a reputable source with the required validations on file.
 - (c) Garda vetting disclosures had been obtained and were on file for each of the 17 adults whose file was assessed and had been updated for 2 further staff within the service. The service demonstrated compliance with the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.
 - (d) For the 17 staff whose files were assessed 2 required police vetting from a state outside of Ireland and this was available and translated as required.

(3) The service had completed the required checks specified in 9(2) in relation to all adults, prior to them being appointed in the service.

(4) Records demonstrated that the adults involved in the direct care and supervision of the children had achieved at least a major award in Early Childhood Care and Education, Level 5.

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 and found to contain the necessary requirements:

- Complaints policy.
- Policy on administration of medication.
- Policy on infection control.
- Policy on healthy eating.
- The behaviour management policy with focus on the management of biting.

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.

(4) Subject to paragraph (5), where a registered provider contemporaneously provides-

(b) a full day care service or a part-time day care service, or both, the minimum ratio of adults to children applicable for the duration of the sessional pre-school service in respect of the children attending that service shall be the ratio specified in paragraph (3).

(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) At the time of inspection, there was an adequate number of adults responsible for the direct care and supervision of the children in attendance at all times. The registered provider was also available on the day of inspection to provide additional support in the care rooms when required.

(2) The adult to child ratios were maintained appropriately throughout the service on the day of inspection. In the morning ratios were as follows:

- There were 3 staff in Creche Room 1 with 11 children aged between 1 and 2.5 years.
- There were 3 staff in Creche Room 2 with 14 children aged between 2 and 3 years.
- There were 2 staff in Junior Preschool with 9 children aged between 3 and 5 years.
- There were 3 staff in Senior Preschool with 12 children aged between 3 and 5 years.
- There was 1 staff in The Den Preschool with 2 children aged 3 and 5 years and 3 children school age children.

In the afternoon the ratios were as follows:

- There were 3 staff in Creche Room 1 with 11 children aged between 1 and 2.5 years.
- There were 3 staff in Creche Room 2 with 16 children aged between 2 and 3 years.
- There were 2 staff in Junior Preschool with 10 children aged between 3 and 5 years.
- There were 3 staff in Senior Preschool with 12 children aged between 3 and 5 years.
- There were 2 staff in The Den Preschool with 5 children aged 3 and 5 years and 8 children school age children.

- (4)
- (b) The service maintained the required adult to child ratios of 1:8 for children aged 3 to 6 years and 1:6 for children aged 2 to 3 years where applicable when the sessional service finished.
- (8)
- (a) The service had at least two staff present at all times while the service was in the operation as was determined by reviewing the previous rosters available within the service.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

- (1) *A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:*
- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;*
 - (b) details of the class of service and the age profile of children for which the service is registered to provide services;*
 - (c) details of the adult:child ratios in the service;*
 - (d) the type of care or programme provided in the service;*
 - (e) the facilities available;*
 - (f) the opening hours and fees;*
 - (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;*
 - (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

- (1) The records required to be held by the service as detailed above were available for review on inspection.
- (a) The name, position, qualifications and experience of employees were recorded in the staff files and in display areas within the service.

- (b) The details of the class of service and age profile of children was recorded in the services policies and procedures document and in displays areas within the service.
- (c) The adult child ratios were displayed on the entrance of each care room.
- (d) The type of care programme provided was outlined in the services policy and procedure document as well as on displays within the service.
- (e) The facilities available within the service were outlined within the policies and procedures document.
- (f) The opening hours and fees were displayed within the service.
- (g) The service maintained all of the policies, procedures and statements as required.
- (h) Details of each child's attendance was stored in a childcare specific electronic application.
- (i) Details of staff rosters were available within the service.

Non-Compliance Information

- (1)
 - (j) Parental consent was not available for the administration of medication in relation to one of three records reviewed in Creche Room 1. This posed a possible safety risk to children should medication be given incorrectly.
 - (k) Parental signatures were not available on accident and incident forms in one out of two forms reviewed in Creche Room 1 and two out of four forms reviewed in Creche Room 2. This posed a health risk to children as it was unclear as to whether the parents were aware of the information as it was communicated via an electronic application and had not been accepted by them. This poses a risk to the children if the parents were not aware of the incident so they could follow up on the accident or incident at home.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (j) Staff were reminded during the team meeting the importance of getting the parents to complete the consent form with their signature before the administration of medication to a child. Consent forms are now placed on the doors of the rooms for easy access for staff to give parents to complete and sign.
- (k) Parental signatures are now obtained during handover at the end of the day ensuring parents are fully informed about accident/incidents involving their children. Additionally, a broadcast was sent to parent's about signing any unsigned reports. It was explained to staff during the team meeting the updated protocol to prioritise obtaining parental signatures before the end of each day. Additionally, it's been included in the services action log where staff must sign to ensure these were completed and signed by parents.

Supporting documentation submitted

Photographic evidence submitted of team meeting minutes, action log, parent's broadcast and consent forms available at care room doors.

Summary Comment

The inspectors have reviewed the actions and documentation submitted. The non-compliance identified under Regulation 16(1)(j)(k) has been adequately addressed.

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,

Compliance Information

Basic needs:

- The care rooms within the service were spacious and gave children room to move around freely and explore their environment.
- The service promoted healthy eating, regular food and snacks were provided throughout the day. The food provided was varied as detailed in the menu plan. Additional food was available if required and was observed to be offered to the children.
- Nappy changing was carried out at regular intervals and as required as reported by the staff and these nappy changes were recorded for parents' information on the childcare application in use in the service.
- Children's toilets were accessible from within each care room, this allowed the children to use the toilet as they needed and seek assistance if required.
- The children's need for sleep and rest was facilitated at set periods within the care routine.

Supporting relationships:

- Staff members demonstrated fondness and sensitivity in their interactions with the children. In Creche Room 2 staff were observed to engage with the children to try and help resolve conflicts and comfort children that presented upset.
- During mealtimes staff sat with the children and engaged them in conversation and supported them with feeding as required. Mealtimes were relaxing and gave children enough time to enjoy their meals.
- There was a key worker system in place within the service. Staff communicated with parents on a daily basis via an electronic application. They frequently shared pictures and provided updates in relation to each child.

Programme of activities:

- A daily routine was displayed on the wall of each care room which demonstrated a varied programme of activities between the indoor and outdoor environment at certain periods of the day.
- All children were noted to have playful opportunities to enhance their learning. In Creche Room 2 the children were observed to be engaged in a story after sleep time. In the Junior Preschool the children were observed to be engaged in a construction activities with pipes and connectors. Some of the children made fishing rods with the materials and engaged in pretend play trying to catch fish.

Non-Compliance Information

1. Not all children were offered drinks when required. In the Junior Preschool room, four out of nine children were not offered a drink during the main meal. This posed a risk to the children's wellbeing.
2. In Creche Room 1, a child was placed in a highchair at 9:50 in preparation for snack time at 10:00, the child remained in the highchair until 10:35, this was to facilitate the clean up after snack time. This posed a risk to the child's wellbeing as their movement was restricted for a longer period than necessary.
3. Two children in Creche Room 2 and three children in the Junior Preschool did not require sleep and were facilitated in the same care room as sleeping children. The rooms were darkened to facilitate sleeping children and space was limited as stackable beds were laid out of the floor. The programme of activities for the children who did not require sleep was limited, they were colouring or reading. This posed a risk to children's wellbeing as potentially on a daily basis the children were required to work and play in a darkened environment for up to one hour or more.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. Staff were reminded on the importance of offering drinks to every child during meals, and this was reinforced during the team meeting. A designated staff member is now assigned daily in each room to oversee drink

distribution during mealtimes in each room and a checklist has been displayed in all rooms to remind the staff on procedures to be completed during mealtimes.

2. All staff were reminded of the importance of minimising the time children spend in restrictive equipment such as highchairs and the need to prioritise children's physical comfort and wellbeing during and after mealtimes. All room staff received refresher training on the promotion of children's health, welfare, and development, with emphasis on the safe use of highchairs and the importance of limiting sedentary time.
3. The registered provider has taken steps to ensure a better experience for awake children by regularly monitoring the amount of light and stimulation for the awake children and taking children outside when ratios allow.

Supporting documentation submitted

The service provided a copy of the mealtime procedure checklist that is carried out at each meal. Changes in practice were communicated to staff during a team meeting and the minutes of this meeting was provided as documentation.

Summary Comment

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

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.

(2) A registered provider-

(a) of a full day care service, a part-time day care service, a sessional preschool service or a childminding service that is registered for the first time on or after 30 June 2016, or

shall ensure that a suitable, safe and secure outdoor space to which the preschool children attending the service have access on a daily basis is provided on the premises.

Compliance Information

- (1)
- (a) The service had appropriate facilities to provide a range of different play experiences both indoors and outdoors for the children. All the playrooms were spacious with defined interest areas that had a range of play materials accessible on low level shelving.
- (b) There were appropriate rest facilities available to the children dependant on their sleep and rest requirements. All care rooms had appropriate rest areas with soft furnishings and matting. Cots and stackable beds were available for the children as required with sperate sheets and blankets for each child.
- (2)
- (a) The children had access to an outdoor area located to the side and rear of the premises. The outdoor areas were interconnecting and were secured by walls and fencing. There was a schedule available for when children could access the outdoor areas to ensure all children got outdoors daily.

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 Junior, Senior and Den Preschool rooms had an adequate amount of furniture, equipment and materials for the children to interact with and provided different opportunities for play and development. Some of the materials included art and craft resources, a kitchen play area, dolls, cars, blocks, dress up clothes and books. The service had engaged with BetterStart and were still in the process of changing the layout of the Den Preschool room. The outdoor areas had a range of different materials such as climbing frames, ride on toys, tunnels, see-saw's and footballs.

Non-Compliance Information

- The equipment and materials available in Creche Room 1 and 2 to support children's learning and development was limited in variety. For example, materials to support imaginary and sensory play such as food and equipment items for the kitchen, dolls and props. This lack of equipment to play with limits the children's ability to partake in imaginary play and promote cognitive development.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The manager discussed the lack of equipment with the staff during the team meeting and reminded staff to rotate their toys and ensure there is enough materials for the children daily.

Supporting documentation submitted

The minutes of the team meeting were attached as supporting documentation.

Summary Comment

The inspectors have reviewed the actions and documentation submitted. The non-compliance identified under Regulation 21 has been adequately addressed.

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 service provided all meals for the children except for morning snack which was provided by parents. The service was aware of the dietary requirements of each child and information was displayed in each care room for the staff. A four-week menu plan was available and displayed within the service. The hot meal provided on the day of inspection was pasta bolognese. The evening meal was crackers, cheese and watermelon. Additional servings were available to the children if required.

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 and this prevented any children exiting unsupervised or unauthorised persons gaining access to the service. Low level windows leading to the services outdoor area were secure. The service facilitated drop off and collection of children to the side of the premises as well as via the front door and this was accessed via a side gate which led to the outdoor area. This area was secured prior to children playing outside.
- The electrical cables observed were in good condition and out of the reach of children.
- All blind cords were appropriately secured on the day of inspection.
- The highchair in use within the service was in good condition and had the appropriate safety harnesses.
- Cleaning products and other harmful materials were stored out of the reach of children.
- The hot water was temperature controlled below 43°C and available throughout the service.

Infection control:

- Cleaning schedules were available and completed as required within the service.
- Disposable aprons and gloves were available for nappy changing.
- Children's handwashing was observed in Creche Room 1 prior to morning snack, Creche 2 after nappy changing. Warm water, liquid soap and paper towels were available.
- There were pedal operated bins available within the service.
- The cots and beds were placed 50cm apart to prevent a risk of cross infection.
- The mattresses in the cots had the appropriate waterproof mattress protectors. Each child had their own allocation of bed linen that was washed on a weekly basis.

Safe sleep:

- Ten-minute sleep checks were completed on an electronic application for children who slept. These checks included children's sleep position, colour and breathing.
- The sleep rooms were at the appropriate temperatures for the age ranges of the children.

Fire safety:

- Firefighting equipment was accessible and was mounted to the walls.

- The fire exits were free from obstruction on the day of inspection.

Non-Compliance Information

General safety:

1. In Creche Room 2, some of the large plastic building blocks were cracked and this could cause an injury to a child due to sharp edges being exposed.
2. In Creche Room 2, the finger guard on the door in the nappy changing room was cracked at the bottom, resulting in a sharp edge being exposed that could cause an injury to a child.

Infection control:

3. The nappy changing procedure was not observed to be followed in Creche Room 2. The changing mat was not cleaned between uses, the staff member did not change their disposable apron or gloves or wash their hands between changing children, when asked the staff member stated that when she was too busy, she was unable to complete the correct procedures. This practice increased the risk of cross infection and posed a safety risk to children.
4. The floor in Creche Room 1 and 2 had adhesive tape on the floor that was used to indicate where the stackable beds should be placed however the adhesive tape was peeling and could not be cleaned effectively which could cause an infection control issue for the children.
5. In Creche Room 1 the soft matting on the floor used for the children who were crawling was ripped and so it could not be effectively cleaned posing a risk of infection to the children.
6. In the Den Preschool room, the covering on the cushions in the soft seating area was ripped and therefore could not be cleaned effectively posing a risk of infection.
7. In Creche Room 2 the green shelving unit had chipped paint exposing porous wood underneath, this prevented effective cleaning of the unit and posed a risk of infection to the children.

Administration of medication:

8. A child on the day of inspection required medication to be administered and the practice observed did not follow the policy in relation to the administration of medication. The medication was not labelled correctly and did not indicate the name of the child for whom the medication was to be used for. This posed a possible safety risk to the child should the appropriate medication not be administered correctly.

Action submitted by the Registered Provider

Corrective & Preventive Action

General safety:

1. The blocks as identified were taken out of use and disposed of directly after the inspection.
2. The finger guard as reported by the registered provider was promptly repaired by maintenance staff. The sharp edge was removed, and a new guard was installed to ensure the ongoing safety of the children. Staff were reminded to make management aware of any broken equipment or furniture so that they can get it fixed or disposed of immediately.

Infection control:

3. The relevant staff member was spoken to directly and immediately retrained on the correct nappy changing procedure, including proper use of PPE and hand hygiene. This full procedure was reissued to all staff members. This was also discussed during their recent team meeting to ensure full awareness and understanding across the staff team. Room leaders have been assigned to oversee that proper nappy changing procedures are being followed consistently. In addition, the plan is for management to carry out unannounced spot checks to ensure procedures are being implemented correctly and consistently. This monitoring system will help maintain high hygiene standards and compliance.
4. The tape has been removed. Staff were reminded to ensure that cleaning is up to standard for the health and safety and prevention of the risk of infection for the children. Additionally, the registered provider has committed to carrying out spot checks weekly to ensure rooms are clean and up to standard.
5. The soft matting was immediately disposed of after the inspection and replaced with a new mat. Staff were advised to report any damages immediately as discussed in the team meeting and to check their equipment, furniture, materials and resources weekly.
6. The registered provider has removed the covering on the cushions and ensured the cushions are washed once a week, and immediately if soiled or dirty.
7. The registered provider has had the green shelf repaired and repainted to prevent the risk of infection to the children.

Administration of medication:

8. Staff involved received immediate retraining in the correct medication procedures and this was reiterated during the team meeting. A reminder was sent to parents re: the administration of medication, that medication brought in by parents needs to be labelled correctly with the child's name, dose and times to be

given. The registered provider has committed that they will not administer or accept medication if not completed correctly.

Supporting documentation submitted

The service provided a copy of the team meeting minutes, a copy of the broadcast issued to parents and photographs of the repaired materials and equipment.

Summary Comment

The inspectors have reviewed the actions and documentation submitted. The non-compliances identified under Regulation 23 have been adequately addressed.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

- (a) of sound and stable structure,*
- (b) safe and secure,*
- (c) kept adequately lit, heated and ventilated*
- (e) equipped with adequate and suitable sanitary facilities.*

Compliance Information

- (a) The service was observed to be of sound and stable structure.
- (b) The building was safe and secure with a doorbell system in operation at the front door.
- (c) The building was lit, and lamps were also available. The building was heated appropriately and ventilated.
- (e) The service had adequate and suitable sanitary facilities. An additional adult toilet had been added to the ground floor of the building where the early learning and care service was in operation.

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.

Compliance Information

- (1) The registered provider had a complaints policy for the service:
- (a) The policy outlined the procedures to be followed by someone wanting to make a complaint to the service.
 - (b) The policy outlined how such a complaint would be dealt with.
 - (c) The policy outlined how and when the complainant would be kept updated.
- (2)
- (a) The registered provider maintained a file of a complaint received to the service.

Non-Compliance Information

- (2) (b) The notes retained on file did not indicate how the complaint was closed out and did not indicate the resolution reached with the complainant. Not following the services policy on the management of complaints may lead to a complaint not being fully addressed by the service. It is acknowledged that the registered provider partially followed their complaints policy.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (2) (b) The registered provider has committed to ensuring the service will adhere strictly to their complaints policy and ensure all procedural steps are completed, including recording the resolution of complaints. The service will send an email to the parents in future to acknowledge and confirm the resolution of their complaint, allowing them to move forward in partnership ensuring clear communication and proper closure of the case. To prevent reoccurrence, both the manager and deputy manager will now review and sign off all complaints together to ensure full compliance with the complaints policy. This includes checking that each stage is followed, and that the

outcome is clearly recorded, and the complainant is informed. A complaints log has been created to ensure the recordings of resolution are logged and dated.

Supporting documentation submitted

The service submitted a complaints log as part of the supporting documentation.

Summary Comment

The inspectors have reviewed the actions and documentation submitted. The non-compliance identified under Regulation 32(2)(b) has been adequately addressed.