

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015LH035
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<b>Name of Service:</b>	The Holy Family Parish Community Creche
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<b>Address of Service:</b>	2 Grange Close, Muirhevnamore, Dundalk, Co. Louth
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<b>Eircode:</b>	A91 X36X
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<b>Name of Registered Provider:</b>	Marie Flynn
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<b>Service type:</b>	Full Day
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<b>Date(s) of Inspection:</b>	29/10/2024
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<b>No of pre-school children:</b>	AM	33	PM	28
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate Child Wellbeing Centre, Castleblayney Co. Monaghan
<b>Inspection undertaken by:</b>	M. Flood and S. Skinnader
<b>Title:</b>	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).

<b>Conditions if applicable</b>	Not Applicable
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### Description of service

The Holy Family Parish Community Creche is a community-based service, managed by a voluntary committee and in operation since 1997. The service provides full day care, part- time and sessional care to pre-school children from 0-6 years. The maximum number of children that be accommodated is 41 and the service operates from 8.30am – 5.30pm Monday – Friday.

The service operates from a renovated public building within a residential area of Dundalk town. There is off street parking available for parental drop off and collection. There are 3 care rooms in operation namely The Waddler Room, The Toddler Room and The Baby Room. There are 2 dedicated sleep rooms and an outdoor play area on the premises.

### Staffing

There are 25 staff employed in the service including the following:

- Seventeen childcare staff who work directly with the pre-school children, that includes the service manager and the designated person in charge and staff who provide relief in the service.
- Eight staff members who are employed to carry out catering, cleaning duties, caretaker, administrative duties and relief staff for outings from their 'sister' service.

### Methodology

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

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

The findings on inspection are based on:

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

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

A sampling process was used to assess compliance under the regulations. As a result, the scope of the inspection included the Baby and Toddler Rooms.

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 inspection was carried out following receipt of a Notification of Incident from the registered provider in accordance with Regulation 31.

### Acknowledgments

The inspectors wish to acknowledge the cooperation of the service manager, 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) & (b) The service had a designated person in charge and named deputy person to deputise as required. The person in charge and deputy person were on the premises when the inspectors arrived at the premises and were present throughout the inspection. The service manager arrived on the premises shortly after the inspector's arrival and was also present for the duration of the inspection.

(c) When questioned staff were familiar with the management structure within the service and the roles and responsibilities of the various staff members.

(2) Following a discussion with the service manager and a review of the staff roster it was confirmed to the inspectors that there were 4 new staff members present in the service since the last inspection.

The full staff files in relation to the 4 new staff members were reviewed. The files for the remaining staff members had been reviewed at the last inspection.

(2)(a) and (b) Two written and validated references from a past employer or another source were available for all new 4 staff members.

(c) Documentary evidence of a processed Garda vetting disclosure was available for each of the 4 new staff members.

Garda Vetting disclosures were also reviewed for the additional 21 members of staff employed in the service. The registered provider adhered to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.

(d) Not applicable as from the documentary evidence available international police vetting was not required for the new staff members.

(4) Documentary evidence was available to confirm that the 3 new members of staff who work directly with the preschool children held at least the minimum required level 5 childcare qualification on the National Framework of Childcare Qualifications or a qualification deemed equivalent.

(7) Documentary evidence was available of staff training that had taken place in the service and also plans for additional staff training. The new staff files reviewed included evidence of induction training that included the policies and procedures for the service. When questioned the staff also confirmed that recent policies that had been updated were provided to all staff via social media messaging and also were available in the care rooms.

The service manager also advised the inspectors that upcoming training was planned for all staff in relation to the amended policies.

### 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) On the day of inspection there was an adequate number of staff members working directly with the children attending the service.

(2) The adult to child ratios were correct in the service when the inspectors arrived unannounced at 10.45am and remained so throughout the inspection.

The following adult to child ratios were observed during the inspection:

- In the Baby Room there were 7 children aged 11 months to 1 year and 4 months being cared for by 4 staff members.
- In the Toddler Room there were 16 children aged 1 to 2 years being cared for by 4 staff members.
- In the Waddler Room there were 10 children aged 2 to 3 years being cared for by 3 staff members.

The designated person in charge was also present in the service and was engaged in administrative duties. They were also available to provide assistance in the care rooms as required. The service manager arrived on the premises at 11.00am approximately and was present for the remainder of the inspection.

Three additional adults were present in the service and were engaged in catering, and administrative duties.

(8)(a) The registered provider ensured that 2 adults were present on the premises at all times, verified by staff rosters and staff attendance records maintained at 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:

- (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;
- (k) details of any accident, injury or incident involving a pre-school child attending the service.

#### Compliance Information

(1) Documentary evidence of the following records was presented for inspection and reviewed.

(g) Documentary evidence was available of the policies, procedures, and statements of the pre-school service in accordance with Regulation 10. These were available electronically and were also available in the care rooms. When questioned staff were familiar with the documents and were able to advise the inspectors that the outings policy had been recently updated and that they had received a copy electronically. They also advised that the policies had been discussed and they were aware that further training is planned.

The following policies and procedures were reviewed:

- Accident and Incident Policy
- Risk Management Policy
- Staff Induction, Training and Supervision Policy
- Outings Policy
- Staff responsibilities and protocol for outings
- Supervision Policy
- Critical incident plan

(h) All the arrival and departure times for all children present in the service were documented on either the written attendance record or the electronic application which was in operation in the service.

(i) A staff roster was available in the service and was reflective of the staff present in the service. The arrival and departure times for the staff in the service are recorded by means of an electronic “clock in/ out” system.

(k) Although no incidents occurred during the inspection the accident and incident form relating to the recent Notification of Incident submission in the service was reviewed.

This form was found to be complete and detailed all the required information including a parental signature to indicate that the parents had been informed about the incident.

Thirty- two accident and incident forms for the service were reviewed and these were found to be complete with the required information and in accordance with the services policy on Accidents and Incidents. When discussed all staff were familiar with the procedures and practices.

### 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

It was observed that the registered provider has taken the following measures to safeguard the health, safety and welfare of the pre-school children attending the service including:

##### General Safety:

- When questioned all staff were familiar with the process of carrying out a daily risk assessment of the environment. Documentary evidence was available of completed risk assessments carried out in the service and in accordance with the services safety policy and procedures document.
- The premises was appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises, with the entrance doors leading into the premises secured by a 'buzzer system'.
- The outdoor play area was enclosed by boundary walls and gated fencing secured with high level latches to prevent unauthorised persons from gaining entry or a pre-school child from gaining unsupervised access to a roadway or other source of danger.

##### Outing:

- It was evident that the outings policy was being implemented in the service. For example; documentary evidence was available of a risk assessment having taken place prior to a recent outing from the service. Details of how the service obtained parental consent and informed parents of the outing was also available. A documented list of requirements was available that included information relating to the staff members responsibilities, children's medical supplies, care needs supplies and the number of children, staff and parents attending the outing.
- An Emergency Protocol / Critical Incident Plan was available, and staff were familiar with this.

### Part VI - Safety

#### Regulation 27 – Supervision

*A registered provider shall ensure that pre-school children attending the service are supervised at all times.*

#### Compliance Information

Adequate supervision of children was observed throughout the inspection for example during toileting, outdoor play and when transitioning from inside to the outdoors and on return, regular head counts were carried out.

### Part VI - Safety

#### Regulation 28 - Insurance

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

#### Compliance Information

Documentary evidence of adequate insurance cover was available with a commencement date of 28/03/2024 and expiry date of 27/03/2025. The insurance policy reviewed detailed insurance cover for a maximum of 42 children at any one time and for outings. Additional information was also available of insurance cover for the transport company used on a recent outing from the service.

### Part VIII - Notifications and Complaints

#### Regulation 31 - Notification of incidents

*A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:*

- (a) the death of a pre-school child while attending the service, including the death of a child in hospital following his or her transfer to hospital from the service;*
- (b) the diagnosis of a pre-school child attending the service, an employee, unpaid worker, contractor or other person working in the service as suffering from an infectious disease within the meaning of the Infectious Diseases Regulations 1981 (S.I. No. 390 of 1981);*
- (c) an incident that occurs in the service and that results in the service being closed for any length of time;*
- (d) a serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise;*
- (e) an incident in respect of which a pre-school child attending the service goes missing while attending the service.*

## Compliance Information

The Early Years Inspectorate was notified of an incident in the service in accordance with the requirements of Regulation 31. Documentary evidence was available of how the incident was investigated and managed by the registered provider. Additional information was also provided of the measures taken in the service to prevent another incident occurring which all staff when questioned were familiar with.