

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015LH083
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Name of Service:	Scallywags Crèche
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Address of Service:	Boicetown, Togher, Drogheda, Co Louth
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Eircode:	A92 H5WA
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Name of Registered Provider:	Michael Lynch
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Service type:	Full Day, Part Time, Sessional
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Date(s) of Inspection:	26/04/2023
Day 2	14/07/2023

No of pre-school children:	AM	26	PM	14
Day 2 14/07/2023		15		

Address of the Early Years Inspectorate:	Early Years Inspectorate Child Wellbeing Centre, Castleblayney, Co. Monaghan
Inspection undertaken by:	M. Flood and S. Skinnader
Title:	Early Years Inspectors

Authority to Inspect

The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).

Conditions if applicable	Not Applicable
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Description of service

Scallywags Crèche has been operating as a community-based childcare service since May 2004. The service provides sessional, part-time, and full day care and education to pre-school children aged 4 months to school-going age. The service operates from 08:00 -18:00hrs each weekday and caters for the care needs of a maximum of 78 pre-school children.

The service is conducted from a single-storey community centre located in a coastal setting in rural Co Louth. The service currently has two care rooms in operation namely: The Woddler /Toddler Room and The ECCE Room. The 3rd room is currently closed for redecorating. A 4th room namely The Baby Room is currently used for sleep purposes only and contains a sectioned off sleep area containing 4 cots. Sanitary facilities, additional storage and a separate kitchen are also provided in the service. An enclosed outdoor play area is located to the side of the premises.

Staffing

There were 5 childcare staff observed working directly with the preschool children on the day of inspection including the service supervisor. There were 2 additional adults also present, including 1 adult who was engaged in catering duties and 1 adult who was present on a community employment scheme.

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 inspections 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.

Additional Information

On 31/05/2022, the draft inspection report was issued to the registered provider.

On 09/06/2023 the first Corrective Action & Preventive Action (CAPA) Plan was received and reviewed by the inspectorate. This CAPA was found to be unsatisfactory as it did not provide a satisfactory corrective and preventative action for each of the non-compliances identified on the day of inspection.

On 14/07/2023 a further unannounced inspection was carried out to assess what corrective and preventative actions had been carried out in the service in response to the non-compliances identified at the inspection on 26/04/23.

An Immediate Action Notice in respect of safety concerns identified during this inspection was issued, and to which an appropriate response was received from the service supervisor.

On 23/07/2023 a second CAPA was received together with supporting photographic and documentary evidence.

Further submissions were also made by the service on 11/09/2023

This information was reviewed and accepted by the inspectorate.

Acknowledgments

The inspectors would like to acknowledge the cooperation of the service supervisor, 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

(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) & (b) The service had a designated person in charge and named deputy person to deputise as required. The service manager who is the deputy person in charge was on the premises when the inspectors arrived and was present throughout the inspection.

Following a service file review and a discussion with the service supervisor, it was confirmed to the inspectors that there were 5 new staff members employed in the service since the last inspection including 3 staff who work directly with the preschool children, one adult employed on a community employment scheme and one staff member who works in the kitchen.

The staff files in relation to the new staff members were viewed on the day of inspection:

(2)(a) & (b) There were 2 written and validated references available for 4 new members of staff.

The written references available were from a past employer or from an alternative source.

(c) Documentary evidence of a processed Garda vetting disclosure was available for each of the 5 new staff members in the service.

(d) Following a review of the staff files presented on the day of inspection, international police vetting was not required at this time.

(4) Documentary evidence was available to demonstrate that the 3 new members of staff, who work directly with the pre-school children held at least the minimum required level 5 on the National Framework of Childcare Qualifications.

Non-Compliance Information

(2)(a) & (b)

Two written and validated references were not available for 1 new staff member working in the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2)(a) & (b)

Two written and validated references submitted to the Office of the Early Years Inspectorate.

In the future following on from offering a position and prior to an employee commencing work, Management will ensure that two written references are obtained.

Supporting documentation submitted

Documentary evidence of the two written and validated references submitted to the Office of the Early Years Inspectorate.

Summary Comment

The service supervisor submitted details of the corrective and preventative actions taken in the service to address the non-compliances. Based on this information the non-compliance in relation to Regulation 9 has been addressed.

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) During the inspection there were an adequate number of adults working directly with the children attending the service.

(2) On the days of inspection when the inspectors arrived unannounced to the service the following adult:child ratios were observed:

On Day 1 of inspection 26/04/2023

There were two rooms in operation:

The Woddler/Toddler Room: There were 11 preschool children present with 2 staff members. The supervisor also provided additional assistance in this care room from time to time.

The ECCE Room: There were 15 preschool children attending this room with 3 staff, 1 of which was on a community employment scheme and working in a supernumerary capacity.

Two additional adults were present in the service at this time including, the service supervisor and 1 adult who was engaged in catering duties.

The adult:child ratios were correct.

On Day 2 of inspection 14/07/2023

There were three rooms in operation:

The Wobbler Room: There were 4 preschool children aged 1 year present with 1 staff member.

The Toddler Room: There were 5 preschool children aged 1-2 years present with 1 staff member. The 2nd staff member present in this room was on their break.

The ECCE Room: There were 6 preschool children aged 3-5 years attending this room with 1 staff member.

Two additional adults were present in the service at this time including, the service supervisor who was observed to work directly with the preschool children and 1 adult who was engaged in catering duties.

The adult: child ratios were correct.

(8)(a) Following a review of the available documentation e.g., staff rotas and children's attendance records this information demonstrated that the registered provider ensured that there were at least 2 adults on the premises at all times.

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

(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

Compliance Information

There were 2 rooms in operation on the day of the inspection namely The Woddlar/Toddler Room which has now moved to the front of the building while the former Toddler Room is being painted and the ECCE Room to the rear of the building. The Baby Room is currently only used for sleep purposes.

(1)(a) The following examples demonstrate how the registered provider ensured that children's learning, development, and well-being was facilitated in the service.

BASIC NEEDS:

- Healthy eating was promoted in the service. Food and snacks were provided at regular intervals throughout the day. Young children were encouraged to feed themselves and assistance was also provided if required. In the Woddlar/Toddler Room and the ECCE Room the dinners were of a suitable consistency for the age and development of the children. Potable drinking water was provided in the service.

- Independence with toileting was promoted for the children who were toilet trained and discreet supervision was also provided by staff as required. Assistance was given to a child who was toilet training in the ECCE Room.
- Nappies were changed regularly and in a timely manner with some positive interactions observed between the children and staff in the Woddler/Toddler Room.
- Child led sleep needs were facilitated as and when required.
- The majority of children from the care rooms had a change of environment to the outdoor play areas and were dressed appropriately for going outside.

Supporting Relationships

- The adults in the ECCE Room were observed to interact with the children in a warm and supportive manner. Soft tones and positive language were observed in interactions between the children and staff.
- Parents were informally communicated with at drop off and collection times. The staff reported that most communication with parents is carried out through this method and phone calls are also used if required. In the Woddler/Toddler Room, daily written information sheets are provided that details each child's basic care needs and any additional comments/ information that may be required.

Physical and material environment

- Child sized furniture and equipment was in use in the ECCE Room. There were adequate toys and equipment for the numbers attending the room.

Programme of activities and its implementation

- The children attending the ECCE room were observed to engage in a variety of activities throughout the session e.g., outdoor play activities which including a bear hunt and police car games. After lunch children were assisted in mastering fine motor development activities such as cutting paper and sharpening pencils. Art and tabletop activities were also set up for the remaining children.
- There was evidence of the children's artwork on display throughout the service for example Easter bunny handprints, Easter eggs, painted handprints, paper plate artwork, "Our Spring Wall", follow paintings and lollypop stick art.

Non-Compliance Information

The Inspectorate is not assured that each child's learning, development, and well-being is being facilitated within the daily life of the service in relation to the following:

Supporting Relationships

1. In the Woddler/Toddler Room much of the adult to child interactions were functional as opposed to supportive and frequently did not extend beyond giving instruction rather than joining in with and affirming the children in their play, activities and conversations.
2. In the Woddler/Toddler room it was not always evident that the emotional wellbeing of children was being fostered. For example, one child who was crying and upset at dinner time did not receive timely support from the staff present in the room until the service supervisor entered the room and immediately went over to the child, knelt down beside them and identified that the child wanted an alternative dinner. The child settled and returned to eating the alternative dinner when it was provided.

Physical and material environment

3. In the Woddler /Toddler room the tables and chairs observed in use were not the correct size for the age and stage of development of the children attending the room. As a result, the children were observed sitting on chairs where their feet did not touch the ground when they were seated. This does not promote comfort or good posture and is a safety risk.

Programme of Activities and its Implementation

4. The programme of activities observed for the children attending the Woddler/Toddler Room was limited e.g., while it is acknowledged that the children were observed to engage in an adult initiated playdough activity in the morning and a reading activity for most of the time the children (aged 1-2 years) attending this care room were observed to wander around the various toys on display without any engagement from the adults in attendance. There were limited opportunities for the children to initiate play or take the lead or to complete a chosen task, as the staff present were more focused on meeting the children's basic needs or tidying up the room. This is a recurring non-compliance from previous inspections carried out on 08/09/2021 and 08/09/2022. This is also at variance with the corrective and preventative action plans submitted in response to the previous non compliances which detailed the following:

Following the inspection on 08/09/2022 it was stated that *“The creche supervisor has arranged time in the morning to assist the room leader in carrying out Learning Activities. A daily plan for specific activities will be carried out the day before and will be adhered to. Children’s choices will also be taken into account. A daily plan for specific activities will be carried out each day.*

Following the inspection on 08/09/2021 it was stated that *“The Toddler Room is being closely monitored by the Creche Supervisor to ensure that the schedule/program is working appropriately. The service has engaged with an external support service to improve the quality of the schedule/programs in each of the rooms. Documentary evidence has been submitted to the Office of the Early Years Inspectorate.”*

Neither of these actions were observed in action during the inspection and the service has not completed the quality development programme with the external support agency.

(3) In the Woddler/Toddler Room some of the staff did not employ positive strategies to support the children’s behaviour. For example, one staff member was observed to speak in a loud voice about the reasons why two young children were upset and crying having just got up from a sleep. The staff member stated in a loud voice from across the care room *“sure they are always hungry “* rather than comforting the children and being responsive to their needs and developmental stage.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Actions

Supporting Relationships

1&2 .The registered provider stated that various changes have been implemented to the Toddler Room following the inspection. The Toddler Rooms has been divided into two i.e. Wobbler Room (12 months – 2 years) and the Toddler Room (2- 3 years). A new member of staff has been employed who is qualified at Level 8 to lead in the ECCE Room. Another staff member with a Level 6 qualification will move from the ECCE Room and take the lead in the Wobbler Room.

Both of these rooms will be closely monitored by both the Crèche Supervisor and Crèche Manager. The two staff members will now work in separate rooms, engage in in-house training, and will be fully supervised at all times. They will take instructions from the new Room Leaders, the Crèche Supervisor, and Crèche Manager.

Physical and Material Environment.

3. The Wobbler Room will use low sitting highchairs for the smaller children, and smaller chairs have also been purchased. The registered provider is currently looking into ordering lower tables for the long term but is currently using smaller plastic tables. New equipment has been ordered and purchased facilitate the children in the Wobbler Room.

Programme of activities and its implementation

4. New equipment for both rooms, i.e. interactive toys, audio equipment, a new home area, utensils, plastic bricks, etc to assist staff in devising a programme of activities to carry out with the children on a daily basis. Additional professional childcare staff will take the lead of these two rooms, while being closely monitored by management. New equipment was purchased in order to assist staff members in implementing and running a programme of activities in both of these rooms, which will also be closely monitored by Management.

Supporting documentation submitted

Photographic evidence of new furniture and toys and equipment submitted.

Photograph of new room layout submitted

Summary Comment

The Creche Supervisor submitted details of the corrective and preventative actions taken in the service to address the non-compliances together with some documentary and photographic evidence. Following a review of the information submitted, a further unannounced inspection was carried out on 14/07/2023 to assess what corrective and preventative actions had been taken by the registered provider. During this inspection on 14/07/2023 it was observed that the corrective and preventative actions detailed had been implemented and addressed the non-compliances 1, 2 & 4.

However, on the 2nd day of inspection it was observed in the Toddler Room that the tables and chairs observed in use were still not the correct size for the age and stage of development of the children attending the room. The actions submitted by the registered provider following the previous inspection had not been effective in addressing the non-compliance 3.

As such Regulation 19 remains non-compliant.

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-

(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.

(3) A registered provider of a full day care service, a part-time day care service or a childminding service, other than such a service to which paragraph (2) applies, shall ensure that-

(a) a suitable, safe and secure outdoor space to which the pre-school children attending the service have access on a daily basis is provided on the premises,

Compliance Information

(1)(b)

- A suitable comfortable rest area was available in the two care rooms, with soft mats and cushions provided, should a child need to rest or take a break from activities during the day.
- A separate sleep area was located in the Baby room which is currently used for sleep purposes only and contained 4 standard cots.

(3) The children attending the service were provided with a change of environment to the outdoor area during the inspection. The enclosed outdoor play area is located to the side of the premises. The area is fenced and gated and there are a variety of surfaces including, grass area, safety matting and paved paths. A variety of toys and equipment were available to support areas of development including ride on equipment, cars, scooters, a small slide, a wooden and a plastic playhouse, a toy kitchen and a variety of picnic tables and seating.

Non-Compliance Information

(3)

1. There was a small hole in the grass area which was a potential trips hazard.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The maintenance man has repaired the hole in the grass.
Staff have been instructed to report any holes, or potential trip hazards to Management. A risk assessment will be carried out by Room Leaders prior to children accessing the outdoor play area.

Supporting documentation submitted

Photographic evidence has been submitted of the grass area.

Summary Comment

The Creche Supervisor submitted details of the corrective and preventative actions taken in the service to address the non-compliances together with photographic evidence. During a follow-up inspection on 14/07/2023 it was observed that a hole was still evident in the outdoor area. The non-compliance observed under Regulation 20(3) remains outstanding.

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 children attending the sessional service brought their own snacks and lunches from home and these were appropriately stored on the premises. The children attending the service on a full day/part-time basis, had a hot meal and a variety of snacks provided by the services resident cook. The dinner served during the inspection was observed to consist of roast chicken, peas, carrots, gravy, stuffing and mash potatoes. Breakfast was reported to consist of pancakes and fresh fruit and afternoon snack consisted of freshly prepared ham sandwiches and cheese rolls and fruit.

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:

Infection Control:

- There was a constant supply of hot water, liquid hand soap and single use paper hand towels available to support effective hand washing practices.
- Pedal operated bins were in use in the service and were appropriately maintained. Nappies were appropriately disposed of after each nappy change in lined and covered bins.
- When questioned about cleaning procedures in the service, the staff were familiar with the cleaning procedures.

General safety:

- The external doors were appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the pre-school.
- The designated emergency exit doors were clear and unobstructed.
- The outdoor area was enclosed, and gates were secured to prevent the children from exiting unsupervised.
- The cleaning agents were stored in locked cupboards/ drawers or on high shelving and were inaccessible to the pre-school children.
- The blind cords were restricted or inaccessible to the children.

Non-Compliance Information

The Inspectorate is not assured that adequate steps have been taken to ensure the health, safety and welfare of the pre-school children attending the service based on the following observations made during the inspection:

Day 1 Inspection 26/04/2023

Infection Control:

1. In the Woddler/Toddler Room one staff member did not wear a disposable apron or gloves during a nappy changing procedure.
2. This same staff member did not wash their own hands or the child's hands following the nappy changing procedure and proceeded to return the child back to the care room.

General Safety:

3. In the nappy changing area of the Woddler/Toddler Room the hot water temperature was recorded at 46.6 °C. This exceeds the recommended safe hot water temperature of a maximum 43 °C to support effective handwashing and infection control.
4. In the Woddler/Toddler Room, one child aged 18 months was observed wearing a beaded teething necklace. This is a safety hazard and is also at variance with best practice guidelines which does not recommend teething beads for children under 3 years of age.
5. In the ECCE Room, the CD player was unsecured and had a trailing electrical cable. This was accessible to the preschool children and a potential impact hazard.
6. There were 2 staff handbags in the room accessible to the children, one on a chair and 1 on the floor. This is a general safety hazard.
7. There were unprotected sharp edges on some of the shelving units in the ECCE Room which are a potential injury hazard.

Safe Sleep:

8. Physical safe sleep observations were not carried out at 10-minute intervals as per best practice guidelines for example between 12:00 -12:40, 2 physical sleep checks were observed being carried out. The staff members present then 'backfilled' sleep observations for 10-minute intervals even though a direct physical observation was carried out at 12:00, 12:20 and 12:40.

Day 2 Inspection 14/07/2023

General Safety

1. In the nappy changing area of the Toddler Room the hot water temperature was recorded at 47.5 °C. This exceeds the recommended safe hot water temperature of a maximum 43 °C to support effective handwashing and infection control. As this is a recurring non-compliance from the previous inspection a safety immediate action was issued.

Safe Sleep

- Physical safe sleep observations were not being carried out at 10-minute intervals as per best practice guidelines. The staff members present then 'backfilled' sleep observations for 10-minute intervals even though a direct physical observation was not carried out for a period of 35 minutes. This is a recurring non-compliance.

Action submitted by the Registered Provider

Corrective & Preventive Actions

Infection Control

- This staff member is currently engaging in re-training and is working under a new room leader, who is assisting the Crèche Supervisor in re-training this staff member in all areas, including Infection Control Procedures. Management will ensure that all staff members follow appropriate Infection Control procedures. The staff member has been re-familiarised with the Infection Control Policy and the Handwashing Policy.
- Each staff member was met with individually. It was discussed that the Room Leaders, and all staff must ensure that PPE is worn, and adequate handwashing is carried out within their care rooms.

General Safety

- We acknowledge that on the day of the inspection, the water temperature in the changing area of our toddler room exceeded the recommended safe hot temperature (maximum 43°C. Hot water temperature has been reduced. This matter has been handed over to our maintenance man, who has turned down the thermostat in our boiler house. The temperature in this tap is now reading at 41.5- 42.3 upon hourly checks.
- The Crèche Supervisor immediately removed the teething necklace from the child's neck following the inspection, and she printed out a HSE information leaflet on amber teething jewellery. This was used as a tool and method of explanation to the child's parent as to why the necklace was removed and is now banned from the Crèche. All of our Staff have been made familiar with our new Policy on teething jewellery, (please see documented evidence) and were instructed to read the HSE information leaflet for future reference. Management felt that there was a need to write a letter to all parents, that included a copy of the HSE leaflet, in order to spread awareness of the risks involved with teething jewellery. (Please see documented evidence).

5. Upon further inspection, the CD Player was no longer in working order, and has been removed from the ECCE Room completely. A new battery powered Bluetooth music device has been added to the ECCE Room. Staff members have been informed that use of their mobile phone is allowed at certain times, for the sole purpose of using this device.
6. Immediately following the inspection, the staff members were instructed to remove their bags, and re-shown the staff coat hanging area. They were given the option to hang their bags here or leave them secured in their vehicle if they did not feel comfortable leaving them in the hallway. All staff members have been informed individually by management that handbags are strictly prohibited within the Care Rooms in the Crèche, or anywhere that is accessible to children.
7. We have moved the furniture around to cover up these edges (please see photographic evidence). We have ordered some edge protectors online to ensure that all edges are safely covered in the future.

Safe Sleep

8. Our staff members have been met with individually to reiterate the extreme importance of carrying out these checks, precisely every 10 minutes, in order to ensure the safety of infant children in our care. The Crèche Supervisor has put in place an emergency safety plan, in which an alarm will sound precisely every 10 minutes. Upon hearing this alarm, the staff member will check on the sleeping children in their care, and only turn off, and reset the alarm, after carrying out a sufficient check on each individual child. (Please see documented evidence).

Supporting documentation submitted

- Documentary evidence of the Infection control and Handwashing Policies submitted to the Office of the Early Years Inspectorate.
- Photographic evidence of storage area for staff handbags.
- Emergency plan for safe sleep checks
- Photographic evidence of rearranged ECCE room.
- Documentary evidence of teething jewellery policy

Summary Comment

The Creche Supervisor submitted details of the corrective and preventative actions (CAPA 1) taken in the service to address the non-compliances 1 & 2 together with documentary and photographic evidence. This was also confirmed by the inspectors during observations made on the 2nd day inspection on 14/07/23. The non-compliances 1 & 2 have been satisfactorily addressed.

No corrective actions had been submitted in the CAPA 1 response to the non-compliances 3-8. An unannounced inspection was carried out on 14/07/2023 to assess if any corrective actions had been taken to address these non-compliances. The creche supervisor provided information to the inspectors of the corrective actions taken to address the outstanding non-compliances. The inspectors observed that satisfactory actions had been taken to address non-compliances 4, 5,6 and 7. This information was also subsequently submitted on a 2nd corrective and preventative action plan (CAPA 2).

However, on the 2nd day of inspection it was observed that non-compliances 3 and 8 have not been addressed. A safety immediate action notice was issued in respect of the safety concerns relating to the recurring elevated hot water temperatures, to which a prompt and satisfactory response was received.

A 2nd CAPA plan together with supporting evidence was then received from the service supervisor which provides assurances to the inspectorate that the safety concerns in relation to safe sleep observations and elevated hot water temperatures have now been addressed. All areas of non-compliance have now been addressed, however implementation and sustainment of the corrective and preventative actions detailed will require assessment at the next inspection.

Part VI - Safety

Regulation 25 - First aid

(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.

(2) A registered provider shall ensure that a suitably equipped first aid box for children-

(a) is safely stored in an easily accessible and conspicuous position on the premises, and

(b) is available to the children attending the pre-school service at all times.

Compliance Information

(2)(a) and (b) The first aid boxes available in the service were stored in conspicuous locations in the service and were available at all times.

Non-Compliance Information

Day 1 Inspection 26/04/2023

1. The registered provider did not ensure that a person trained in first aid (First Aid Responder) was always available to the Pre-school children.

From a review of qualifications available and the weekly staff rota there was one member of staff with an up to date FAR qualification in the service. Therefore, cover is not available when this staff member is absent from the service on leave. This is a recurring noncompliance from the last inspection carried out on 08/09/2022 and is at variance with the corrective and preventative actions that were previously submitted which stated *“A staff member has been enrolled on the First Aid Responder course on the 03/12/22. A copy of the Certificate of Achievement will be forwarded to the Office of the Early Years Office upon completion.”*

Management will ensure that all staff training is kept up to date, and will ensure that refresher courses are booked, when necessary, in a timely manner.” This second staff member has not completed the First Aid Responder course as was stated in the previous response.

Day 2 Inspection 14/07/2023

1. There was no member of staff present in the service with up to date First Aid Responder training until one staff member returned to the premises from their break.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Registered provider stated that they had employed a new member of staff, who has up to date training at present.

Going forward, management will strive to carry out First Aid Response Training (FAR) and Refresher courses in a timely manner

Supporting documentation submitted

Documentary evidence of copies of certified training submitted to the Office of the Early Years Inspectorate.

Summary Comment

The Creche Supervisor submitted details of the corrective and preventative actions (CAPA 1) taken in the service to address the non-compliance. A further unannounced inspection was carried out on 14/07/2023 to assess the implementation of the corrective and preventative actions taken by the registered provider. It was observed that again, no member of staff was present with an up to date FAR qualification and an immediate actions notice was issued.

Further communications have been received from the creche supervisor including documentary evidence of certification of FAR training for 1 staff member.

On the 10/09/2023 the registered provider confirmed by phone that a second member of staff has also now successfully completed FAR training and is awaiting certification. Based on this information the non-compliance has been rectified.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

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

- (b) safe and secure,*
- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities.*

Non-Compliance Information

(c) On arrival to the service there was a stale odour in the Woddler /Toddler Room which remained throughout the inspection.

(d) A number of areas throughout the service were not maintained in a proper state of repair for example:

1. The end of one of the radiators in the ECCE Room was hanging off.
2. A number of areas throughout the service were not suitably clean, accumulations of dust were observed on the skirting boards and on the wood panel of the viewing window in the Woddler/Toddler Room. In the ECCE Room and adjoining sanitary accommodation there were cobwebs around the skylights, and ceiling, walls and windows.

(e)

3. The small sink in the lobby of the sanitary accommodation in the ECCE Room did not have a backsplash and the paint on the wall was lifting. The wood on the side of the sink unit was chipping away. Neither allow for effective cleaning.
4. There were accumulations of dust on the mechanical ventilation fans in the sanitary accommodation in the ECCE Room.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(c) The Toddler Room was thoroughly checked and cleaned. All bins were washed out, and disinfected, and the room was aired out on the children's departure.

Deep cleaning will be carried out, the room will be thoroughly aired out before children's arrival in the morning, and after their departure in the evening.

(d)

1. The maintenance has repaired the side of the radiator

Staff have been told to be more vigilant in reporting any damages. Management will carry out a full assessment of each room every day.

2. The Registered Provider acknowledge that on the day of the inspection, there was dust accumulated in areas including the skirting boards, and wood panels, and Ventilation fans. They were thoroughly cleaned following the inspection. This was addressed during a meeting that consisted of the Crèche Supervisor, and Room Leaders. Room Leaders will take responsibility for the delegation of cleaning tasks within their care rooms.

The issue was addressed in a meeting with staff members. Management will monitor the care rooms closely.

(e)

3. The maintenance man has secured a new splashback. Staff members have been informed of the importance of reporting any damage to Management. This was addressed during our individual meetings with staff. Management will monitor the situation closely.

Supporting documentation submitted

Documentary and photographic evidence submitted to the Office of the Early Years Inspectorate.

Summary Comment

The Crèche Supervisor submitted details of the corrective and preventative actions taken in the service to address the non-compliances together with photographic evidence. During a follow-up inspection on 14/07/2023 it was observed that the corrective and preventative actions detailed had been implemented and as such addressed the all areas of non-compliance under Regulation 29.