

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015LK029
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Name of Service:	Busy Kids Creche
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Address of Service:	Ballycummin Village, Raheen, Co. Limerick
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Eircode:	V94PX06
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Name of Registered Provider:	James Moore
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Service type:	Full Day
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Date 1 of Inspection:	06/09/2024
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Date 2 of Inspection:	11/09/2024
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No of pre-school children:	AM	52	PM	45
Day 2	AM	51	PM	43

Address of the Early Years Inspectorate:	Tusla Early Years Inspectorate Office, Estuary House, Henry Street, Limerick
Inspection undertaken by:	M Riordan, E Browne
Title:	Early Years Inspector

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

Busy Kids is a private full day, childcare service located on the outskirts of Limerick city. It offers a service for preschool children of all ages from 0 to 6 years. A facility for school age children is offered each afternoon. The premises comprises of 6 preschool rooms, a manager's office, a kitchen and dining room, sanitary accommodation, and nappy changing areas. There is a sleep room located next to the Baby/Wobbler room. A large, well-resourced outdoor play area is located at the rear of the service. A sheltered area outside is provided to ensure children can get outside in all weather conditions.

Staffing

The registered provider is the company director. A designated person in charge is appointed to manage the service. All staff have achieved a major award in Early Childhood Care and Education, or a qualification deemed to be equivalent and comparable to the award.

Methodology

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

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

The findings on inspection are based on:

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

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

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

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

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

Additional Information

The inspection was triggered by information received by the office of the Early Years Inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the 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.

(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) A designated person in charge of operating the service was present on the days of the inspection. There was a named person available who was able to deputise if required. An area co-ordinator was also available on both days of the inspection.

(b) During the period of the inspection, the designated person in charge was present and the staff roster indicated that this person or their deputy were always available on the premises.

(c) There was a clear management structure in the service that identified the lines of authority and accountability and the specific roles and responsibilities of each member of the management team.

(2)(a) Two written and validated references were available for all staff members employed to work at the facility.

(b) References were submitted by staff from either their past employers or from other reputable sources such as colleges and schools.

(c) Garda vetting disclosures received from the National Vetting Bureau of An Garda Síochána were available for all staff employed to work at the service. All vetting disclosures were dated within the last 3 years.

(d) Police vetting was available for 12 staff who had resided outside the Irish jurisdiction for a period of time in excess of 6 months.

(3) All vetting procedures were carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(4) All adults working directly with children held an appropriate qualification in Early Childhood Care and Education or an equivalent such qualification.

(7) All staff had induction training and were supervised on

(a) the policies, procedures and statements of the service.

(b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and

(c) Childcare Act 1991 (Early Years Services Regulations 2016)

Staff must complete a six-month probation period when they take up employment. There are 3 reviews carried out during this time. Once a term all staff have a supervision meeting with their manager. Documentary evidence of all these procedures were available for a new staff member who had taken up employment at the service within the last 12 months.

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.

The services **Supervision of Children policy** outlined procedures to ensure that employees were actively supervising children at all times, identifying risks and minimizing injury. It stated how the effective supervision of children provides employees with the opportunity to support and build on children's play experience. It also stated the importance of always ensuring the correct adult child ratio. It stated where two or more employees were in a room they must adopt the one up, one down method of supervision, which means one employee will sit with a child at their level engaging in their play while effective supervision by the other is done from a standing position.

The service **Complaints and Concerns policy** was reviewed. This policy detailed the timeline for dealing with complaints and the procedures in place if any person makes a complaint to an employee or to the service management. It detailed how the complaint process worked, how a complaint was recorded, the actions taken and how feedback was provided. It outlined how a complainant could appeal a decision if unhappy. Evidence of implementation of the policy was available on file.

The services **Play Based Curriculum policy** was reviewed. The policy stated how the service provides activities and play opportunities both indoors and outdoors in order to develop children's emotional, physical, social, intellectual, language and creative capabilities regardless of their age. It stated that sufficient and suitable toys and play materials appropriate for their purpose must be available in order to provide stimulating activities and play opportunities for children in all areas of play and learning. It also stated that employees must ensure that the environment at all times encourages children to be confident and independent and to develop their self esteem. It also stated that employees must ensure that their daily program allows for the different developmental abilities and interests of each individual child and that it was progressed and reviewed as children grow, learn and develop.

The **Induction, Training and Development Policy** was reviewed. This policy ensured that all employees were fully inducted and trained to complete the duties of their position. It stated that all employees were provided with induction and job specific training to familiarise themselves with all policies, procedures, standards and expectations during the effective integration of all new employees into the job for the benefit of all. The policy established learning goals for employees to ensure they understand the importance of sharing knowledge and skills obtained within the wider team.

The **Risk Management Policy** stated that all employees have a role to play in dealing with risk. It stated that managers are responsible for ensuring that proper risk management procedures are in place. Employees must ensure that all hazards were identified, and all risk controlled. The managers in the service must ensure that regular safety inspections were carried out and ensure appropriate follow up action took place. The policy highlighted the importance that children were adequately supervised at all times.

The **Accidents and Incidents Policy** outlined the procedures in place in relation to any accident or incident involving a child in attendance. The policy stated that a Health and Safety officer is appointed. It outlined the procedures for minor accidents and incidents. It also outlined the procedures to follow for an accident which required medical intervention. It detailed the reporting and record keeping that was required following any accident or incident. It stated that all accidents and incidents were reviewed in line with the health and safety policy of the service.

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.

Compliance Information

(1) On the 06/09/24 there were 52 pre-school children and 10 adults on the premises working directly with the children. The adult child ratio was correct.

There were 6 preschool children and 2 staff in the Wobbler Room

There were 7 preschool children and 2 staff in the Toddler Room

There were 7 preschool children and 2 staff in the Preschool Room 1

There were 16 preschool children and 2 staff in Preschool Room 2

There were 16 preschool children and 2 staff in Preschool Room 3

Preschool Room 4 was closed.

(1) On the 11/09/24 there were 51 pre-school children and 13 adults on the premises working directly with the children. The adult child ratio was correct.

There were 6 preschool children and 3 staff in the Wobbler Room

There were 8 preschool children and 3 staff in the Toddler Room

There were 8 preschool children and 2 staff in the Preschool Room 1

There were 13 preschool children and 2 staff in Preschool Room 2

There were 16 preschool children and 3 staff in Preschool Room 3

Preschool Room 4 was closed.

Relief staff were available to replace staff while taking meal breaks. A designated person was available to prepare, cook and serve food to all children attended the service.

Staff rosters were reviewed for the service for week beginning the 26th of August 2024, week beginning the 2nd of September 2024 and week beginning the 9th of September 2024. The correct number of staff were available to adequately supervise the children present on those dates.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare and development of child

(1) A registered provider shall, in providing a pre-school service, ensure that-

(a) each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child, and

Compliance Information

(1) BASIC NEEDS:

Healthy eating was promoted within the service. Nutritious hot meals and snacks were prepared fresh by kitchen staff each day and were served at regular intervals to the children in their individual rooms. A three-week menu plan was emailed to all parents and was displayed in the main hall. On day 1 of the inspection a pasta, bacon and broccoli dish with white sauce was served. A vegetarian option was also available. On day 2 of the inspection chicken curry and rice were served. Healthy snacks were served at regular intervals between meals. Children's drinks were removed from their bags on arrival to the service and were stored within easy reach of the children throughout the day.

Sanitary accommodation was located close to each room in the service. Nappy changing facilities were provided near the Baby/Wobbler and Toddler rooms. Easily accessible, waist high, changing units were available. Steps for older children to access the units were provided. All toiletries for the children were safely stored and clearly labelled and were located within easy reach of the change unit. Nappy changing policies were clearly displayed on the wall close to the change mats.

Sanitary accommodation for the older children was located next to each of the pre-school rooms. Children using the facilities could be supervised at all times by sight or by sound for short intervals while using the toilets.

Children from the first floor while playing outdoors, could use the downstairs bathrooms close to the outdoor play area if required.

There was a separate sleep room available with a sufficient number of standard cots accessible at all times to the children in the Baby/Wobbler room. Low level sleep beds were used in the Toddler room for sleep periods.

Children were closely observed during all sleep periods and all sleep checks were electronically recorded. All sleep room temperatures were controlled with air conditioning units in all rooms ensuring safe and ambient room temperatures.

Relaxation areas were provided in all rooms of the creche with comfortable seating, soft floor mats, blankets and cushions accessible. These rest areas provided cosy spaces for children to relax and take time out and away from active play areas when tired.

Staff throughout the service encouraged quiet periods during the day to facilitate each child's need for comfort, rest and relaxation. Main room lights were switched off for periods each day and soft fairy lights helped create a relaxed atmosphere in the rooms.

The children had regular change of environment. They spend long periods of time outdoors. Younger children had exclusive access to their own space for safe outdoor play time. A sheltered space outside facilitated the younger children to get outdoors in all weather conditions.

The same staff worked in each room each day at the service. This helped to create a sense of belonging, connectedness and well-being for the children. Staff were observed working in partnership with parents and were responsive and sensitive in the provision of information to parents. Detailed information of each child's day was communicated electronically throughout each day. Where children were deemed to have any additional need, detailed care programs were available for these children. When children were transitioning from one room of the service to the next, children were facilitated to relocate on a phased basis.

PHYSICAL AND MATERIAL ENVIRONMENT:

The service operated from a purposely designed building. Throughout each room of the service the physical layout was designed to be stimulating, challenging and interesting for children. On day 1 of the inspection staff and children were busy redesigning each room and creating new interest areas. A supply of new equipment and materials were delivered but not assembled. The finished layout of the rooms was assessed on day 2 of the inspection with the following observations made. The rooms accommodating the younger children had lots of soft floor coverings to facilitate floor play and activities. Low level wash hand basins facilitated regular handwashing for the children. Low level tables and chairs were used for tabletop activities and for dining at mealtimes.

Accessible open shelving was used to store and display all equipment. Family pictures were displayed at children's eye level. Low level climbing frames were accessible to encourage gross motor skills for the younger children. In the Preschool Rooms small world spaces, construction areas, home corners, imaginative play areas and messy play areas were noted in all rooms. Lots of new low-level shelving was in place with children having easy access to all play materials.

Children in all areas had daily access to outdoor play spaces every day. Sheltered areas outside permitted children to have uninhibited access to the outdoors regardless of weather conditions. On day 1 of the inspection works were taking place on deep cleaning the area. On day 2 all areas were clean with lots of outdoor seating freshly painted.

The outdoor area provided space and opportunities for children to run, jump, climb steps, balance, play ball games and use ride on toys. Mud kitchens provided space for imaginative play. Lots of areas for gardening digging and planting were provided. Outdoor seating was available for both adults and children.

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:

- All internal doors were appropriately secured to prevent children accessing unsafe areas.
- All external areas were appropriately secured to prevent children from exiting unsupervised.
- All emergency exits and fire doors were unobstructed.
- Suitable handrails were provided on staircases and children were supervised at all times when using the stairs.
- All highchairs were in good condition and fitted with safety harnesses.
- All toys, furniture and play equipment were in good condition and free from sharp edges or corners.
- No flexes or cables were located within reach of children.

Administration of Medication:

- All medicines were stored in safe areas well out of reach of children at the service. Parents gave written consent for the administration of all medicines.
- All medication administered was checked by 2 staff members and all details were clearly documented.

Safe Sleep:

- There was evidence of the policy on safe sleep being implemented. Staff knew the requirements of the policy and had a clear understanding of their roles and responsibilities in relation to the policy on monitoring all children who slept at the service. Room temperatures in the sleep room accommodating children under 2 years of age were controlled using an air conditioning system.

Part VI - Safety

Regulation 25 - First aid

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

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

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

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

Compliance Information

(1) There was a staff member available in the service at all times with first aid training. There were seven staff members on hand who had up to date first aid responder training.

(2)(a) The registered provider ensured that a suitable equipped first aid box for children was safely stored in an easily accessible and conspicuous position on the premises.

(b) The first aid box was available to the children attending the preschool at all times.

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

A detailed supervision policy was in place for the service. On the day of inspection, the appropriate number of qualified staff were available to adequately supervise children. Additional staff were available where extra supervision was required during risky play activities. Relief staff were also available during busy periods throughout the day for example, at mealtimes and when children were sleeping.

The management and the relevant staff were aware of their roles and responsibilities in relation to the required facilities for rest and sleep and their roles and responsibilities in relation to the supervision of sleeping children.

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*
- (d) cleaned, maintained and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities.*

Compliance Information

- (a) The building appeared to be of sound and stable structure both internally and externally.
- (b) The building appeared safe and secured. A buzzer system on the entrance door ensured all who entered the building were checked in by an authorised person in the manager's office. Outdoors the play areas were surrounded by secure high walls and gates where no unauthorised access to or exit from the area was permitted. All visitor access was managed appropriately with a visitor book available at the front door to record details of all who entered the building. Scratch previous sentence closures yes
- (c) All areas of the premises were well lit by natural light and by artificial light when needed. There was no evidence of mould, mildew, stale smells, stuffiness or condensation. All rooms had a heating system and all room were ventilated by either openable windows or by mechanical ventilation.
- (d) The areas outside were all well maintained and routine cleaning schedules were in place for all internal and external areas.
- (e) There were an adequate number of toilets, wash hand basins and nappy changing areas available in the service. All waste was managed appropriately with lots of foot pedal operated, lidded bins in all areas. Handwashing and drying facilities were suitable and adequate.

Non-Compliance Information

- (d)
 1. Indoors the floor covering in the playrooms and along the corridors throughout the premises was worn, marked and stained. Gaps were noted between the floor covering and the skirting boards downstairs, making it difficult to adequately clean these areas. This was highlighted on the last inspection of the service.

2. There was a tile missing from the wall near the nappy changing unit .
3. The paint work on wooden nappy changing unit was chipped and worn.
4. Paint work on the skirting boards in many of the playrooms and corridors was worn and chipped.
5. The paint work on many of the shelving unit in the playrooms was chipped and worn.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(d) 1. New floor covering for the premises has been purchased and the service are awaiting installation of same. A regular maintenance schedule to inspect the flooring and the surrounding areas to identify any potential issues early, has been set up. This will help maintain cleanliness and prolong the lifespan of new flooring.

2. A contractor has been sourced to replace the missing tile near the nappy changing unit. This will help restore the integrity of the wall and ensure a hygienic environment for nappy changing. Regular inspections of the nappy changing unit and the surrounding areas to identify and address any maintenance issues has been set up.

3. The paint work on the wooden napping changing unit has been repaired. Regular maintenance checks of all areas will be carried out to identify any issues with the paint work or with the structural integrity of the furniture. Where an issue is identified, the service will conduct a risk assessment to ensure it is fixed immediately.

4. All skirting boards will be repainted once the new floors have been fitted. When repainting the service, high quality, durable paint designed for high traffic areas will be used. The service will implement a schedule for regular inspections of skirting boards and other painted surfaces in the playrooms and corridors to identify wear and damage early. When an issue is identified the service will conduct risk assessments to ensure it is fixed immediately.

5. All existing shelving units that require repair works will be sanded down and painted with a durable paint designed to withstand wear and tear. Worn shelving units have been replaced.

Supporting documentation submitted

Detailed plans of all the above works were forwarded to the Office of the Early Years inspectorate. Photographs of all completed works were forwarded. Proof of purchase of new floor coverings was also submitted.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 29 have been adequately addressed.

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.

Compliance Information

(1)(a) The registered provider and the manager of the service ensured that the complaints policy specified the following

- (a) the procedures to be followed by a person for the purpose of making a complaint in relation to the service,
- (b) the manner in which the complaint would be dealt with,
- (c) the procedures for keeping the person who made the complaint up to date with the investigation.

Clear evidence was available in the complaints file to demonstrate how each of the above procedures were followed when dealing with complaints.