

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015LS027
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Name of Service:	The Maples Creche
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Address of Service:	Forest Park, Portlaoise, Co. Laois
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Eircode:	R32 A26E
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Name of Registered Provider:	Monica Delaney
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	02/04/2024
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No of pre-school children:	AM	25	PM	16
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Tusla, Child and Family Agency, Primary Care Centre, Church Avenue, Tullamore Co. Offaly R35K1W4
Inspection undertaken by:	D. Molloy
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

Description of service

The Maples Crèche is a privately owned full day care service operating in Forest Park, a housing estate in the town of Portlaoise, Co. Laois which has been in operation since 1998. The age range of children catered for is from 1 year to 6 years of age. This full day care service operates from 7.30am to 18.30pm, a sessional service operates from 9.00am to 12.00noon Monday to Friday. This early years' service operates from the ground floor of a converted domestic dwelling. The premises is used for the sole purpose of operating an early year's service.

Access to the service is gained through a controlled entry system on the main entrance door.

An additional entry point is located through a side door which is secured from within. The setting is site is secured means of perimeter fencing, and a secure gate .

The service has a hallway/reception area and office at the main entrance. Three care rooms are provided. Room 1, the toddler room, Room 2, the ECCE room and Room 3, the Preschool room. In addition, five toilets and wash hand basins in addition to staff sanitary accommodation and a nappy changing facility are provided. A kitchen, a designated sleeping room and a storeroom are also provided.

An enclosed outdoor play area is located to the back of the building, and this can be accessed directly from the playrooms. The play area is divided in sections for the purpose of segregating children of different age group.

Parking is available outside the service in the public parking area.

Staffing

The registered provider was on site throughout the day of inspection and facilitated the inspection and was the person in charge. Ten staff were working in the service on the day of inspection including the registered provider who also does the cooking. All staff members hold a major award in Early Childhood Care and Education at Levels 5 to 9 on the National Framework of Qualifications.

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, facilities, and environment. The inspection may also focus on other areas as required.

The scope of the inspection was focused on the whole setting including the play rooms the sleeping facilities, the sanitary accommodations, the nappy changing facility and the outdoor play area.

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 triggered by anonymous information received by the inspectorate.

Acknowledgements

The inspector wishes to acknowledge the cooperation of the registered provider, 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, as far 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.

(6) Paragraph (4) shall not apply before 1 September 2021 to a person who-

- (a) has signed a declaration on or before 30 June 2016 to the effect that he or she intends to retire from employment in a pre-school service before 1 September 2021, and
- (b) is in possession of a letter from the Minister confirming that paragraph (4) shall not apply to him or her before that date.

(6A) is inserted by S.I. No.632 of 2016 CHILD CARE ACT 1991 (EARLY YEARS SERVICES) (AMENDMENT) REGULATIONS 2016 which states; Regulation 9 of the Child Care Act 1991 (Early Years Services) Regulations (S.I. No. 221 of 2016) is amended - in paragraph (4), by the substitution of “paragraphs (5), (6) and (6A)” for “paragraphs (5) and (6)”, and (b) by the insertion of the following paragraph after paragraph (6): “

(6A) Paragraph (4) shall not apply to an employee of a registered provider where - (a) the registered provider receives funding for the employment of the employee pursuant to a scheme funded by the Minister and known as the Access and Inclusion Model, and (b) the employment of the employee is for the purpose of providing support, pursuant to the scheme referred to in subparagraph (a), for a child attending the service to enable the child to participate in the programme known as the Early Childhood Care and Education (ECCE) funding Programme.”

(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) The service has a designated person in charge and a named person who is able to deputise as required.

(b) The designated person in charge was present during the inspection and facilitated the inspection and the roster showed that at all times the person in charge was present during the opening hours of the service.

(c) It was observed that there is a clear management structure in the service that identifies the lines of authority. Ms Delaney the registered provider is the designated person in charge and staff recognised her role and function. A system was in place where by more senior staff with more childcare experience would be rostered to work with those with less experience and were recognised as room leaders. Ms. Delaney stated that in her role as the registered provider she is available to help and direct staff in their work. Staff members were noted to be familiar with the line of authority and their roles and responsibilities.

(2)

All 10 staff files were reviewed on site on the day of inspection.

(a) (b) Validated references from staff members past employers, in particular the most recent employer was available for review. Validated references from reputable sources were available for review.

(c) Garda vetting disclosures had been obtained for all ten staff. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) Police vetting from other police authorities was available for two staff as was required.

(3)
Required vetting had been carried out prior to staff member being appointed, assigned, or allowed access to or contact with a child attending the pre-school service.

(4)
Staff held a major award in Early Childhood Care and Education at Level 5 to 9 on the National Framework of Qualifications.

(6)(a)(b)
Not applicable as no employee had signed a declaration on or before June 30, 2016, to the effect that they intended to retire from employment in a pre-school service.

(6A)
No employee was working with children under the Access and Inclusion Model (AIM) Scheme.

(7)
The registered provider ensured that all employees, were appropriately supervised and provided with appropriate information, and training was provided in house with a record of attendance maintained by the registered provider .
It was noted in the staff rota that the registered provider was on site each day to supervise care and daily activities. Supervisory activities included new staff introduction and induction training by the registered provider, a system of peer learning where experienced staff worked with more junior staff and staff appraisal had been recently introduced with opportunities for staff to suggest topics for continuous professional development. Staff meetings are scheduled at intervals and the registered provider stated that a staff meeting will be held following the inspection for information sharing and learning purposes.
In house continual professional training was delivered by the registered provider who is a recognised child care tutor on site. Staff confirmed that recent learning opportunities have included safe sleep practices and included information from the national sudden infant death organisation.

- (a)
Staff members had access to, and had been issued with a copy of the policies, procedures and statements of the service specified in Schedule 5;
- (b) (c)
The registered provider had provided each staff member access on site to Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and these Regulations.

Part III – Management and Staff

Regulation 10 - Policies, procedures 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

Required written policies, procedures and statements of the service were in place and the following policies and procedures were reviewed on site and found to be in keeping with the requirements:

1. Infection control policy, which included cleaning schedules, procedure for hand washing, procedure for cleaning and infection control.
2. Risk management policy, which included indoor and outdoor risk assessment and actions.
3. Staff supervision and training policy, which included induction and introduction for new staff members was available for review.
4. Complaints policy had been devised and was available in the lobby.
5. Healthy eating policy and menu planning was in place and a 5-week menu which included healthy food and was based on the food pyramid. Parents sent in mid-morning snacks in line with this policy.
6. A Safeguarding Statement was on display in the service which included the named person and deputy.

Parents and guardians were provided with access to the policies and were informed of any updates.
Policies were reviewed on an annual basis by the registered provider.

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)
The registered provider ensured that there were sufficient adults working directly with the children throughout the opening hours of the service. 10 staff including the registered provider were rostered and were on site.

(2)
From the review of the records, it was noted that the minimum ratio of adults to children was maintained, and records showed that the adult child ratio was maintained in the service.

(8)
(a) The registered provider ensured that there were at least two adults on the premises at all times, this was reflected in the staff rosters.

Part IV – Information and Records

Regulation 18 – Copy of Act

A registered provider shall ensure that a copy of Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act and of these Regulations is kept on the premises and the said copies shall be open to inspection on the premises by-

- (a) a parent or guardian of a child attending or proposing to attend the service,*
- (b) an employee, unpaid worker, or contractor, and*
- (c) an authorised person.*

Compliance Information

The registered providers had ensured that a copy of Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act and of these Regulations was available on the premises and could be viewed by

- (a) a parent or guardian of a child attending or proposing to attend the service,
- (b) an employee, unpaid worker, or contractor, and
- (c) an authorised person.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare, and development of child

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

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

Compliance Information

Basic Needs

Healthy eating was promoted in the service, staff were familiar with the healthy eating policy. Meals were prepared on site each day .

A combination of outdoor and indoor activities was observed during the inspection. Children availed of fresh air and sunlight in the outdoor play areas and played on the outdoor equipment while being supervised by the adults. Staff in the creche room were observed interacting well with the children and were responsive to their care needs, including changing nappies when required and helping children climb the ladder and take turns on the little slide. Staff were noted offering comfort to a child who was upset and reassuring children who were settling in. Staff in the outdoor area were involved with the children, were enabling, and encouraging the younger children in

a patient and positive manner, to take turns in blowing bubbles through a bubble wand which resulted in laughter when the other children attempted to catch the bubbles.

Supporting Relationships

The staff in the service remained constant and children could have the same adult taking care of them each day which helps the formation sustained relationships at the early developmental stage. Staff were familiar with children and called them by their given names and were also aware of siblings in the service and had siblings meeting and interacting together.

Parents were encouraged to be involved in their children's care and were asked about preferences and were updated by means of phone calls, texts and at hand over times. A one-to-one meeting could be arranged with management should parents request such a meeting. The manager also worked with parents and outside agencies including health care professionals, which was reflected in individual care plans and progress reports of various children held on file in the setting.

During the inspection different parents collected and dropped off children and were greeted in a courteous cheerful manner.

Physical and Material Environment

The setting was well maintained and was clean and cheerfully decorated and had been painted and decorated since the last inspection. The setting was laid out in a child centred manner and was well stocked with a variety of, developmentally appropriate toys and equipment that were within easy reach of the children in areas of special interest.

The outdoor play facility was sub divided for use of children in different age groups. It was well maintained and was fenced along the parameters. The outdoor play area was made up of a combination of a hard surfaced area, grass, and sand/pebbled areas. The play areas were well stocked and supplied with a variety of outdoor toys and equipment. Equipment available included pull along push alongs, ride on and low-level slides with steps in the younger children's area. In the other areas there were tyres, balancing beams, play house, water funnel wall activity, potting and planting and digging area and an enclosed roofed arts and crafts area with tables and chairs. The focus of activities was child centred. It was noted that children were offered choice in keeping with their development stages.

The setting implemented the national early childhood curriculum framework, and these principles and themes were on display in the service. Activity planning and assessment were recorded and documented and shared with parents. Staff were familiar with the framework and methods of implementing the themes, affording children opportunities to learn through play and providing an environment that has learning opportunities with

appropriate resources. Child-led activities were observed and open-ended materials, and a variety of toys provided opportunities for children to engage in singular, group, and adult led play. Children were given time and support to explore their environment, to play, using their senses as was observed in the colourful bubbles play that the younger children were involved in.

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.

Compliance Information

There were adequate and suitable facilities provided in the service for children to rest during the day and the service did not offer an overnight service. The cot room was dimmed, was ventilated to the outside air and heating was thematically controlled. There were five standard cots and individual cot linen was provided and 4 low beds were also available in this room. An additional 9 low beds were provided for use in the second sleeping room. The designated sleeping room was in use during the inspection.

Rest areas with cushions were provided in the playrooms for children to rest and relax if the so wished .

Non-Compliance Information

1. Although rest areas were in place it was noted that décor was minimal, cushions were worn, and the rest areas needed to be made more comfortable, cosy, and attractive and further developed so as to be attractive for the children to use these spaces to take a rest from their activities.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Ms. Delaney stated in written submission that rest areas have been further developed so as to be more attractive and more comfortable. The seating that was not in good repair had been removed and replaced with soft seating and good quality new seating has been purchased.

Supporting documentation submitted

Ms. Delaney submitted a detailed invoice and image of new soft seating and child sized sofas.

Summary Comment

Following the commitment and actions of the registered provider the requirements of this regulation have been met and the rest areas will be assessed on the next inspection.

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

Meals were prepared on site each day by the designated cook who held food preparation certification, and a five-week menu had been devised and was on display in keeping with the services healthy eating policy.

Children availing of sessional care during the ECCE term brought in their own lunches from home in line with the services healthy eating policy and these were stored in a fridge in each room. The registered provider could offer a snack should a child forget their lunch. Special dietary requirements could be facilitated if required. Childrens food allergies could be appropriately managed, although no child with food allergies was presently attending the service.

The service offered breakfast, mid-morning snack, dinner, evening snack and tea. On the day of inspection crackers and cheese and fresh fruit were served for mid-morning snack, dinner included sausages mashed potatoes and vegetables and tea was ham and cheese sandwiches. Water and milk were provided for drinks.

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:

Access to the kitchen was restricted and children could not gain entry to this room. The kitchen was clean and well maintained and well ventilated.

A system of pest control was in place and no activity had been recorded.

Cleaning, sanitising products and equipment were stored in a designated locked cupboard out of reach of children. The main door was secured with a controlled entry system which was operated from within and could prevent unauthorised entry and unsupervised exit from the service.

Infection Control:

Staff were familiar with the infection control policy and parents had been issued with an up-to-date copy.

In the nappy changing facility mechanical ventilation was in place and the room was ventilated to the outside air. Aprons, gloves nappy bags, wipes, paper towels, and dispensing liquid soap were in good supply in the nappy changing room.

Children were observed washing their hands and adults were observed reminding children and offering assistance if necessary and cleaning the younger children's hands following outdoor play and before the dinner. The service was clean and well maintained and a cleaning rota was available for review.

Administration of Medication:

A site-specific medication management policy had been devised and was available in the service. Staff were familiar with policy and practice in relation to safe administration of medication and correct storage of medicines. No medication was administered on the day of inspection.

Safe Sleep:

A designated sleep room and a second sleeping facility off the toddler room were provided. The room temperature of the sleep room was recorded at 18°C. Children under the age of two slept in standards cots with safe sleeping checks including child's colour, position and breathing checked recorded. In addition, 9 low level beds were available for children over the age of two who required sleep.

Fire Safety:

A notice of the fire assembly point was on display to show fire assembly point in front of the service and fire exits were unobstructed.

Outing:

The registered provider stated that outings were not conducted from the setting.

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)
All staff had up to date first aid training and three staff had up to date First Aid Responder (FAR) certification and were available to the children attending the pre-school service.

(2)

(a) The first aid box was safely stored in an easily accessible location on the premises.

(b) The first aid box was readily available in the service at all times.

Part VI - Safety

Regulation 26 - Fire safety measures

(1) A registered provider shall ensure that a record in writing is kept of-

(a) any fire drill that takes place in the premises, and

(b) the number, type and maintenance record of firefighting equipment and smoke alarms in the premises.

(2) The record referred to in paragraph (1) shall be open to inspection by-

(a) a parent or guardian of a pre-school child attending or proposing to attend the pre-school service,

(b) an employee, and

(c) an authorised person.

(3) A registered provider shall ensure that a record referred to in paragraph (2) is retained for a period of 5 years after its creation

(4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.

Compliance Information

(1)(a)

A written record was available of the fire drills carried out in the service. The last fire drill was recorded as being carried out on March 15, 2024.

(b)The number, type and maintenance record of firefighting equipment and smoke alarms on the premises was available. The fire alarms were serviced on March 6 , 2024, and fire equipment was also checked on January 10 , 2024 .

(2)

The record was available open to parents, guardians, employees, and the authorised person.

(3)

The person in charge stated that records were retained for a period of 5 years after creation.

(4)

A notice of the procedure to be followed in the event of a fire was displayed on the premises.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

A copy of up-to-date insurance cover for the number of children attending the service was available .The insurance cover was valid until March 2025

Part VII - Premises and Space Requirements

Regulation 29 - Premises

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

- (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

(c) The setting was well lit with a combination of natural and artificial light.

The service was heated by radiators, the system was serviced regularly, and records were maintained. The record showed the heating system had been checked last in March 2024.

Openable windows were provided in all rooms in the service and mechanically operated ventilation was in place in the nappy changing room. The ventilation system was working and was operated by a switch mechanism. The system regularly checked by professional, and the records showed that the most recent check was carried out in March 2024.

(d) The service was clean and well maintained and the cleaning schedules and cleaning rosters were held on site. The service was maintained in a proper state of repair, the floor covering throughout the rooms in the service was in good condition.

(e) In addition to a nappy changing room, there were five toilets and wash hand basins for the children uses. There was toilet and wash hand basin for adult use. All wash hand basins in the service were provided with thermostatically controlled hot water, liquid soap, disposable paper towels and foot pedal operated bins.

Part VII - Premises and Space Requirements

Regulation 30 - Minimum space requirements

(1) Subject to paragraphs (2) to (6), a registered provider shall ensure that adequate clear floor space is available in the premises for the work, play and movement of children attending the pre-school service.

Compliance Information

Sufficient free floor space is available to accommodate the number of preschool children attending the service and to provide adequate floor space for children's play and movement.

In the large play room or the toddler room which accommodated the younger children aged 2 years to 3 years it was noted that there were 15 children accommodated in this room on the day of inspection, and of these 9 children were availing of full day care/part time care and 6 were availing of sessional care .

In this room the floor space available was 37.22 m² and met the requirements for 15 children to avail of full day care at 2.35 m² per child as the requirement is 35. m²

Room 2 was not used by preschool children on the day of inspection.

Room 1 where 10 children, aged 3- 4 years were accommodate , had a floor space of 25.48 m² which can accommodate these children @2.3 per m² required per child on a full day care basis.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

(1) A registered provider shall ensure that the complaints policy of the service specifies-

- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,*
- (b) the manner in which such a complaint shall be dealt with, and*
- (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.*

(2) A registered provider shall ensure that-

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

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

- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and*
- (b) be open to inspection on the premises by an authorised person.*

(4) A registered provider shall ensure that a record in writing referred to in paragraph (2)(a) is retained for a period of 2 years from the date on which the complaint has been dealt with.

Compliance Information

(1)

The registered provider had devised a site-specific complaints policy which specified:

- (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) The registered provider stated that she would ensure that-

- (a) in the event of a complaint being lodged a record in writing would be kept of such a complaint made to the provider and
- (b) the complaint would be duly dealt with in accordance with the complaints policy. It was noted that the complaints procedure had not been activated and although available to staff and parents had yet to be initiated by either, of these persons.

(3)(a)(b) As no complaints had been made in the service no such record in writing referred to in paragraph (2)(a) was available.

(4) The registered provider stated that in the event of a complaint being received by her she would ensure that a record in writing referred to in paragraph (2)(a) is retained for a period of 2 years from the date on which the complaint has been dealt with.

Part IX - Inspection and Enforcement

Regulation 33 – Furnishing of information to agency

A registered provider shall furnish the Agency with such information as the Agency may require for the purpose of enforcing and executing these Regulations and the information shall be in such form, if any, as may be specified by the Agency.

Compliance Information

The registered provider who was the person in charge facilitated the inspection and provided access to information as was required for completion of the inspection.