

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015MH112		
Name of Service:	Little Folks Academy Limited		
Address of Service:	54 Teaguestown Wood, Dublin Road, Trim, Co. Meath		
Eircode:	C15 NP04		
Name of Registered Provider:	Lisa O'Brien		
Service type:	Full Day, Part Time, Sessional		
Date of Inspection:	25/10/2024		
No of pre-school children:	AM	71	PM 50
Address of the Early Years Inspectorate:	Meath Child & Parent Support Hub, Commons Road, Navan, Co. Meath		
Inspection undertaken by:	D. Duffy, Inspection and Registration Manager A.M. Cunningham and S. Taaffe, 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		

Description of service

Little Folks Academy Limited is a privately-owned early years service which is operated by the registered provider in a purpose built 2-storey detached building located in a residential setting in Trim town in Co. Meath. The service accommodates pre-school children aged 1 to 6 years on a full day care, part time and sessional basis, in addition to accommodating school aged children. The service operates from 8.00am to 5.00pm from Monday to Friday, participating in the Early Childhood Care and Education (ECCE) scheme from 9.00am to 12.00 midday and from 9.30am to 12.30pm for 38 weeks each year. Pre-school children are accommodated in 6 care rooms, namely Wobbler Room 1, Wobbler Room 2, the Toddler Room, the Junior Pre-school which are located on the ground floor, and Pre-school Room 1 and Pre-school Room 2 which are located on the first floor. A seventh care room is provided on the first floor which is used solely to accommodate school aged children on a daily basis, while school aged children only are also cared for in Pre-school Room 2 each afternoon.

Additional facilities include a kitchen, sanitary facilities, two sleep rooms and office. An outdoor play area is located to the side and rear of the premises.

Staffing

The registered provider employs 23 staff members, 4 of whom are presently on extended statutory leave. The registered provider has recently taken on the role of person in charge of the service on a daily basis, in a full-time capacity. In addition to the registered provider, 19 staff members are currently rostered to work in the service, of whom 1 staff member is employed as a deputy manager, 1 staff member works with school aged children only, and 1 staff member is employed to engage in meal preparation and cleaning duties. The registered provider was the designated person in charge on the day of inspection.

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. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9, 11, 16(1)(g)-(k), 19(1)(a), 23, 27 and 32. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation 16(1)(j)(k) – record in relation to pre-school service.

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 unannounced inspection was carried out in response to a concern received by the Early Years Inspectorate.

Acknowledgments

The inspection and registration manager and the inspectors wish 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

(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;

Compliance Information

(1)(a) The registered provider was the designated person in charge of the service, having recently taken on the role of person in charge of the service in a full-time capacity on a daily basis. The deputy manager was available to deputise in the absence of the registered provider as required.

(b) The registered provider was present and in charge of the service when the inspection team arrived unannounced on the morning of the inspection and remained on the premises for the duration of the inspection.

Based on the inspection team's review of previous inspection records, the complete files maintained for the 7 new staff members who had commenced employment in the service since the last inspection on 04/06/2024 were reviewed on the day of this inspection.

In addition, all Garda vetting disclosures were reviewed by the inspection team on the day of this inspection, including those maintained for the registered provider and the remaining 16 staff members whose full files had previously been reviewed by the Inspectorate.

(2)(a)(b) There were 2 written, validated references available for each of the 7 staff members whose full files were reviewed.

(a) Ten of the 14 reviewed references were provided by past employers.

(b) Four of the 14 reviewed references were provided by sources other than past employers.

(c) Garda vetting disclosures were available for the registered provider and all 23 staff members employed in the service. Each of these records demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) In relation to the 7 staff files reviewed, international police vetting was available as required for 2 staff members who had resided outside of the Irish jurisdiction for more than 6 consecutive months as adults.

(3) Based on a review of the files maintained for the 7 new staff members employed in the service since the last inspection, it was evident that Garda vetting disclosures were issued to the registered provider by the National Vetting Bureau of the Garda Síochána in advance of these 7 staff members commencing employment in the service, in accordance with the Children and Vulnerable Persons Act of 2012.

(4) Five of the 7 new staff members work directly with pre-school children in the service and each of these 5 staff members held a major award in Early Childhood Care and Education at Level 5 - 7 on the National Framework of Qualifications (NFQ) or a qualification deemed by the Minister to be equivalent.

(7)(a) Written records were available in the service which demonstrated that the new staff members employed since the last inspection on 04/06/2024 had completed an induction programme when commencing employment in the service, with topics listed included the service's policies and procedures.

Part III – Management and Staff

Regulation 11 - Staffing levels

- (1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.*
- (2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.*
- (8) Without prejudice to paragraphs (2) to (7)-*
- (a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times*

Compliance Information

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

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

The following adult to child ratios were observed when the highest numbers of children were present in each care room during the inspection:

- In Wobbler Room 1 there were 4 children aged 1 year 2 months to 1 year 4 months, all attending on a part-time or full day care basis, being cared for by 1 staff member.
- In Wobbler Room 2 there were 10 children (of whom 8 children were aged 1 year 3 months to 1 year 11 months and 2 children who were aged 2 years), all attending on a part-time or full day care basis, being cared for by 2 staff members.
- In the Toddler Room there were 8 children aged 2 years 1 month to 2 years 9 months, all attending on a part-time or full day care basis, being cared for by 2 staff members.
- In the Junior Pre-school there were 18 children (of whom 5 children were aged 2 years 9 months to 2 years 11 months and 13 children who were aged 3 years to 3 years 8 months) being cared for by 3 staff

members. Five of the 18 children accommodated in this care room were attending the service on a sessional basis on the day of inspection.

- In Pre-school Room 1 there were 18 children aged between 3 years and 6 months to 5 years being cared for by 3 staff members one of whom was providing AIM support. Fourteen of the children were attending full day care and four were attending a sessional service.
- In Pre-school Room 2 there were 13 children aged between 2 years 10 months to 4 years being cared for by 2 staff members. All children were attending a sessional service.

The registered provider and a designated staff member provided relief and support in the care rooms during the inspection including break cover and cover for nappy changing when required.

(8)(a) The registered provider ensured that 2 adults were present on the premises at all times, as evidenced in staff rosters and staff attendance records maintained in the service.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:

- (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;
- (h) details of attendance by each pre-school child on a daily basis;
- (i) details of staff rosters on a daily basis;
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;
- (k) details of any accident, injury or incident involving a pre-school child attending the service

Compliance Information

(1)(g) A record in writing was maintained of policies and procedures required in accordance with Regulation 10. These were provided both in hard copy and in electronic format on the premises.

(h) Details of children’s daily attendance including arrival and departure times were recorded digitally on a childcare software application and manually recorded in roll books provided in each care room.

(i) An up-to-date weekly staff roster was available, and staff sign in records were maintained on a daily basis.

(j) The computer application provided in the electronic tablet devices facilitated staff members to compile a record of the details of any medication administered in the service and to share this information electronically with parents or guardians.

Non-Compliance Information

(1)(k) A number of records of previous accidents, injuries and incidents involving pre-school children in the service were not available for review on the day of inspection. The inspection team was informed that these records were mislaid.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Registered provider has spoken to all staff members regarding the importance of keeping their Accident/Incident Books in a safe place at all times to avoid any books being mislaid in the future.

All rooms now store their Accident/Incident books on a shelf in their rooms, out of children's reach.

Summary Comment

The inspectorate accepts the assurances from the registered provider that records will be stored in a safe place. This will be reviewed at the next inspection.

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)(a) The following examples demonstrate how children's learning, development and well-being was facilitated within the service:

Basic needs:

- Breakfast and dinner were provided by the service while the remaining food eaten by the children was provided by parents or guardians. The children were observed eating a variety of fruit, sandwiches, crackers, cheese and yogurts for their morning snack, while mashed potato, mixed vegetables and fish fingers were served for dinner on the day of inspection. Dinners were sourced in bulk from an external food supplier and stored frozen on the premises, in advance of use. The children’s water bottles were accessible during the day, and these were placed beside the children on their tables when eating. The children were given sufficient time to relax and enjoy their meals. The service had a supply of apples, oranges, bread sticks and crackers available in the care rooms and in the service kitchen and the inspection team were informed that these would be offered to children who required alternative or additional food.
- The children’s independence was encouraged. For example, children who were able fed themselves and used the toilet with discreet supervision, and some children put on and took off their own clothing. Staff members pre-empted children’s difficulties and were on hand if a child needed assistance. The children were praised for their involvement in activities and on completion of tasks.
- The children who were not yet toilet trained had their nappies changed regularly and when required. One child who had a toileting accident on the day of inspection was observed being cleaned and having their clothes changed immediately with the procedure handled in a positive and sensitive manner by the staff member. Another child needed to have their nappy changed just before their departure from the service at the end of the session. This child was changed by a staff member in the sanitary area in advance of their departure from the service. In both instances the children were changed into their own spare clothes which were stored in the service.
- Staff informed the inspectors that the sleep needs of the children in Wobbler Room 1 were generally met in line with their home routine but that these children would be facilitated to sleep when they showed signs of tiredness outside of their normal routine, if required. The children in Wobbler Room 2 and in the Toddler Room were placed to sleep for a scheduled period of rest after dinner, either in cots in the larger sleep room, or in foldable cots or on stackable beds set up on the floors of these two care rooms.

Supporting relationships:

- Apart from the non-compliance detailed below, the registered provider and staff members communicated positively with the children in the service during the inspection and were observed initiating conversations using the children’s names, listening to and responding to the children using gentle and friendly tones of

voice and getting down to the children's eye level during the inspection. The registered provider and staff members used gentle touch and tones of voice, to good effect, in their efforts to soothe and support children when they became upset or needed comforting.

- The registered provider and staff members were observed engaging in regular interactions to facilitate the care needs of the children being met in a timely manner and to coordinate the implementation of activities during the inspection. For example, staff members were observed using walkie talkies to summons assistance from colleagues for nappy changing and for cover in the care rooms when needed, and also when requesting specific supplies and materials to be brought to the care rooms when required.
- The service used software technology on mobile tablet devices to provide information to parents. A group instant messaging system was used to provide general information to parents and an individual messaging system was used to provide parents with information in relation to their individual child. Parents received 'real time' information electronically on their children's meals, snacks, sleep and nappy changing if relevant, activities and other pertinent information regarding their child. Staff members informed the inspectors that telephone contact was also made with parents and guardians when necessary. During the inspection parents and staff members were observed exchanging general information verbally at drop-off and collection.

Physical and material environment:

- The play resources available to the children in the care rooms were accessible and stored on low level shelving which allowed the children to select and replace items and materials of interest.
- Interest areas were established in each room, including home corners, construction areas, arts and crafts areas and library areas which contained an adequate number of books to support the children's language development and provide choice for storytelling.
- Push-along toys were available in Wobbler Room 1 to provide opportunities for the younger children to engage in physical and gross motor activity.
- Sensory play was facilitated in the service. For example, cotton wool, dried pasta, lentils and sand trays were provided in the care rooms.
- Outdoor play was facilitated for all children in the service, with the outdoor play area sub-divided by fencing into separate spaces each of which was covered in impact-absorbent material or artificial grass. Age-appropriate play equipment was provided in the separate sections including outdoor kitchens with pots and pans, slides, ride-on toys, climbing frames and playhouses.

Non-Compliance Information

Supporting relationships:

1. During a group activity with raw cookie dough in Wobbler Room 2, a staff member was heard repeatedly telling the children (who were aged from 1 year 3 months to 2 years) *“you are not allowed to eat it”, “you are not listening”* and *“you won’t get a chance to cut the cookie if you are not listening”* when preparing biscuit shapes for baking. The staff member missed opportunities to positively re-direct the children who sought to eat the cookie dough to an alternative age-appropriate activity, being cognisant that children frequently mouth objects at this age and stage of development. It is acknowledged that although the staff member used negative language at times in her interactions with the children during this activity, her tones were not harsh and, furthermore, the second staff member in the room intervened after several minutes and calmly invited a number of children to move to the library area for storytelling with good effect.
2. During dinner time in Wobbler Room 2, there was a missed opportunity for positive, supportive interactions between the 2 staff members and the children. The staff members commenced preparing the room for the after-dinner nap as soon as the children were served their food. It was observed that some of the children who range in age from 1 year 3 months to 2 years needed support and encouragement to eat their dinner.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Supporting Relationships

1. The staff member in question has been spoken to privately in relation to using negative language and to instead positively re-direct the children in future.
The registered provider will continue to monitor the interactions during morning and afternoon checks and at random times throughout the day.
2. The staff members in question have been spoken to privately regarding the importance of supervision, and positive and supportive interactions with the children during mealtimes.
The staff members now sit with children during mealtimes and no longer prepare the room for the after-dinner nap until all children have finished eating their dinner.

Supporting documentation submitted

The registered provider provided documentation to reflect that the staff member has received additional training in behaviour management techniques.

Summary Comment

The responses from the registered provider have been accepted by the inspectorate and this regulation will be reviewed at the next inspection.

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

An extensive assessment was undertaken by the inspection team in relation to safety in the service, particularly regarding means of entering and leaving the premises. The following are examples of measures undertaken by the registered provider to safeguard the health, safety and welfare of the pre-school children attending the service:

General Safety:

- The entrance doors and garden gates were secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the service. The entrance door leading into the service was secured when the inspection team arrived unannounced to the service on the morning of the inspection and remained secured when checked on several occasions during the inspection. Magnetic door release buttons were required to be activated to facilitate adults and accompanying children to exit the corridors leading into the hallways on both floors and also to exit the premises through the front door. There was evidence in the service that a motion sensor door lock release system had recently been removed from the door leading from the corridor on the first floor into the hallway at the top of the stairs and replaced with a magnetic door release button positioned out of children's reach.
- The keypad door locks provided on a number of doors in the service were positioned out of the reach of pre-school children. The codes for these doors have been changed recently.
- Cleaning agents were stored safely on high shelving and in locked cupboards out of the reach of children.

- Microwaves provided in the care rooms were switched off at the power sockets when not in use.
- Children who used the portable wooden steps to access the nappy changing units were observed being physically supported by staff members who either held the children's hand or positioned themselves closely behind the children to reduce the risk of children falling backwards when they were climbing up onto and down from the nappy changing mat.
- The warm water temperature in the sanitary accommodation in the service did not exceed the recommended maximum water temperature of 43°C. This reduced the risk of scalding for the children.

Infection Control:

- The care rooms, sanitary facilities, hallways and corridors were found to be in a clean condition on the day of inspection. Up to date cleaning records were available in the service. Staff members were observed cleaning tables, surfaces and play equipment during the inspection. The inspection team were informed that all care rooms were cleaned at the end of each day and left ready for use.
- Warm water and liquid soap were provided for hand hygiene at the wash hand basins in the sanitary accommodation.
- Children were reminded or assisted to wash their hands before eating, after using the toilet, after having their nappies changed, and following messy and outdoor play. Staff members were observed assisting the children to dispense the liquid soap and provide the children with paper towel when required.
- Children's snacks, supplied from home, were refrigerated on arrival to the service which reduced the risk of bacteria growth in perishable food items.
- The outdoor sand tables were fitted with secure lids to prevent contamination by animals and birds.

Administration of Medication:

- Medications were stored out of the reach of children. No child was observed having medication administered on the day of inspection.

Safe Sleep:

- The electronic records indicated, and staff members reported that sleep checks were carried out and documented at 10 minutes intervals, noting each child's position, colour and breathing pattern.

Fire Safety:

- Emergency exit doors and evacuation routes were clear and unobstructed.

Non-Compliance Information

The following risks were identified that could impact on the health, safety and welfare of a pre-school child attending the service:

Administration of Medication:

1. A child attending the service was prescribed an auto-injector adrenaline pen for specific use in the event of an emergency. The written care plan available in the service was not signed by the child's parent(s) to authorise staff members to use the auto-injector pen in the event of an emergency.
2. There were no care plans or written parental consent available in the service in respect of two children who had inhalers available which may be required to be administered during their attendance in the service. In discussion with the inspector, staff members were vague in relation to the record-keeping requirements associated with the administration of inhaler medication to children in the service.

Infection Control:

3. A supply of liquid soap and paper towels were not provided at the children's sanitary accommodation on the first floor. Staff only became aware of this after a child brought it to the supervising staff members attention.
4. The paper hand towels used by the staff and children in the service were not hygienically dispensed as loose rolls of paper towels were provided in the sanitary facilities and in the care rooms which were subjected to repeated handling. This posed a risk of cross-contamination and was inadequate for infection control purposes. The stock of paper towel observed in storage in the service were the wrong size and did not fit into the paper towel dispensers in place in the premises and therefore could not be used as a result.
5. The staff toilet on the first floor was used as a storage for excess play equipment which is an infection control risk.
6. A foot operated pedal bin was not available in the staff toilet, the lid of the bin available required to be hand operated.

Safe Sleep:

7. On the day of the inspection one child aged 1 year 11 months in Wobbler Room 2 was observed sleeping on a stackable floor bed without a mattress. When a floor bed is used for a child aged less than 2 years it must be fitted with a firm and perfectly fitting mattress of at least 6cm in depth that is designed for the specific floor bed. Furthermore, a sleep plan and robust risk assessment was not available for this child to demonstrate the child's developmental readiness to move from a cot to bed.

General Safety:

- Windows in the care rooms on the first floor opened wide and were not appropriately secured on the day of the inspection. This posed a risk of injury from falling, should a child use furniture or fixtures in the rooms to gain access to the adjoining windowsills.

Corrective & Preventive Action submitted by the Registered Provider

Corrective & Preventive Action

Administration of Medication:

- The registered provider has spoken to all staff and asked them to ensure that all Care Plans are fully completed and signed going forward. The child's parents signed the Care Plan.
Management will check all Care Plans to ensure they are completed fully and signed.
- The registered provider has spoken to all staff members regarding the importance of ensuring Care Plans are completed and signed for all children who are on an inhaler. Care Plans for all children on inhalers have been sent home for completion by the child's parents and GP's. Record keeping on the administration of all medication is completed on the electronic app.
Management will ensure a Care Plan is completed for each child on an inhaler.

Infection Control:

- An extra supply of liquid soap, paper towels and toilet roll are now stored in the children's toilets.
Staff been reminded to regularly check throughout the day to ensure there is a supply of liquid soap, paper towels and toilet roll.
- All liquid soap and paper towel dispensers have been refilled and restocked.
Staff will ensure to order the paper towels for the dispensers well in advance going forward to prevent us from running low again.
- All excess play equipment has been removed from the staff toilet on the first floor.
Staff will ensure that no excess play equipment is stored in the staff toilet going forward.
- The lids have been removed from all bins used only for paper towels.
All pedal bins will be checked on a regular basis and replaced if required. A new supply of pedal bins is available in the storeroom.

Safe Sleep:

- An Individualised Sleep Plan has been completed in consultation with the child's parents.

An individualised Sleep Plan will be completed prior to placing a child aged under 2 years of age on a floor bed. A perfectly fitted mattress of at least 6cm in depth will be provided when required.

General Safety:

8. All windows now have restrictors so that they can only open to a maximum of 6 inches. Windows will be checked on a regular basis to ensure they are restricted to a maximum of a 6-inch opening.

Supporting documentation submitted

Administration of Medication:

The registered provider submitted a sample of the care plans now used in the service for the administration of medication.

Infection Control:

The registered provider submitted photographic evidence of the liquid soap, paper towel and toilet roll available for the children.

Photographic evidence of the excess equipment removed from the staff toilet has been submitted.

All lids are now removed from bins that are used for paper waste only, photos submitted.

Safe Sleep:

The registered provider has submitted care plans for children using stackable beds under two years of age.

The registered provider stated in the response that no children under 2 years now sleep on stackable bed and has given written assurances that if a child under 2 requires a stackable bed that an appropriate mattress will be placed on the bed.

General Safety:

The registered provider has submitted evidence that window restrictors have been placed on windows with photographic evidence of restrictors and an invoice of work completed.

Summary Comment

The response together with the evidence submitted and reassurances given have been accepted by the inspectorate. This will be reviewed at the next inspection.

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

On the day of the inspection the inspection team observed staff members appropriately supervising the children both indoors and outdoors and also when the children were moving between spaces as evidenced in the following:

- Staff members were observed counting children and conducting roll calls in a prompt and efficient manner on a regular basis throughout the day, to confirm that the number of children counted was a correct reflection of the number of children in attendance. The head counts and roll calls were observed being carried out on a number of occasions, including but not limited to before and after transitions when children were moving from one part of the service to another, such as when the children were being accompanied to the outdoor play area and before returning indoors afterwards.
- The staff members were observed positioning themselves directly in front of and close behind each group of children when they were moving within and outside of the premises, to reduce the risk of a child becoming separated from their group.
- On each occasion when a pre-school child used the toilet during the inspection, they were observed being accompanied by a staff member, facilitating staff members to provide supervision by both sight and sound during these procedures.
- The staff members described the necessity of providing close supervision to all children and particularly at times when the doors were required to be open, such as when children were arriving to and being collected from the service.
- A staff member remained with children in Wobbler Room 2 when children were sleeping in cots and on floor mats room after dinner during the inspection and the inspector was informed that this practice occurred on a daily basis. This reduced the risk of a child who was awake from leaving their mat unsupervised and disrupting the sleep of or causing harm to another child.

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)(b)(c) A complaints policy was available in the premises which detailed the procedure a person should follow in order to make a complaint in relation to the service.