

Early Years Inspectorate Regulatory Report

Pre School

| | | | |
|--|---|----|-------|
| TUSLA Identifier: | TU2015MN019 | | |
| Name of Service: | Crafty Kids Ltd | | |
| Address of Service: | Unit 1 Gortakeegan, Monaghan, Co. Monaghan | | |
| Eircode: | H18 HP20 | | |
| Name of Registered Provider: | Clare McEnroe, Eve McCabe | | |
| Service type: | Full Day, Sessional | | |
| Date of Inspection: | 20/03/2025 | | |
| No of pre-school children: | AM | 69 | PM 60 |
| Address of the Early Years Inspectorate: | Early Years Inspectorate, Hampton Court, Cootehill Road, Drumalee, Co Cavan. H12 YY84 | | |
| Inspection undertaken by: | S Mc Kenna M Mc Donnell | | |
| Title: | Early Years Inspectors | | |
| Authority to Inspect | | | |
| The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013). | | | |
| Conditions if applicable | Not Applicable. | | |

Description of service

Crafty Kidz Ltd is a privately owned service which is registered to provide full day and sessional care to a maximum of 81 pre-school children aged 0 to 6 years and operates from 7.30am to 6.30pm Monday to Friday.

The service operates from a two-storey converted industrial unit on the outskirts of Monaghan town. There are 4 care rooms in operation, Preschool Rooms 1 and 2 are located on the first floor. The Toddler Room and the Nursery Room (which was previously named the Baby room and Wobbler room and now operates as one larger care room) is located on the ground floor. The ancillary accommodation consists of an office, a kitchen, staff room, a sleep room and sanitary areas with nappy changing facilities. There are three outdoor play areas located directly outside the premises. The service is registered for school aged childcare, however currently no school age children attend the service during the school calendar year. There is car parking available outside the premises.

Staffing

The service employs a total of twenty-three staff which includes the two registered providers. Nineteen staff members two of which are employed under the Access and Inclusion Model (AIM) and one registered provider are employed to work directly with the preschool children. In addition, one staff member works in the care rooms in a supernumerary capacity, one staff member is employed as a cook and one of the registered providers works in the office. Two students (one of whom is employed as a cleaner outside of work experience hours) were present on work experience placements on the day of the 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/ premises and facilities. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under Regulation 9 Management & Recruitment, Regulation 11 Staffing Levels, Regulation 19 Health, Welfare & Development of Child, Regulation 22 Food and drink, Regulation 23 Safeguarding Health, Safety and Welfare of Child, Regulation 25 First Aid, Regulation 26 Fire Safety Measures, Regulation 28 Insurance and Regulation 29 Premises.

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.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered providers, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(1) A registered provider shall ensure that-

- (a) the service has a designated person in charge and a named person who is able to deputise as required,
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.

(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,
- (b) consideration of references from reputable sources in the case of a person who has no past employers,
- (c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and
- (d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.

(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

Compliance Information

- (1) (a) The service had a designated person in charge who are both registered providers, and a named person in charge to deputise in their absence.
- (b) Following discussion with one of the registered providers, it was confirmed that when the preschool service was in operation the designated person in charge or the named person in charge were on the premises.
- (c) A management structure was in place, which was identifiable through review of the staff roster and discussion with the staff team.

(2) Of the 23 employed staff and 2 students on work experience, 17 staff files and 1 student were reviewed upon the service's last inspection on 15 and 18 January 2024 and met regulatory compliance following the inspection process.

The files for the 6 new staff and 1 new student on work experience were reviewed upon this inspection.

(a) A total of 6 written and validated references from a previous employer were on file.

(b) A total of 6 written and validated references from a reputable source were on file. A further two references from a reputable source were available on file.

(c) Garda vetting disclosures were available for the 23 staff and 2 students. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years for a total of 18 employed staff and 2 students.

(d) A review of the employment history for the 6 staff and 1 student demonstrated that 2 staff had lived outside the State for a period of longer than 6 consecutive months. The required police vetting for the 2 staff was available on file.

(4) Documentary evidence was available to confirm that the 21 staff that are employed to work with children, held an appropriate childcare qualification at Level 5 or above on the National Framework of Qualifications, or a qualification deemed by the Minister to be equivalent. A qualification for the cook, two students and one adult employed in a super numeracy capacity was not required.

Non-Compliance Information

(9) (2) (b) The registered provider had not carried out the validation process on two written references for one student.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

On the 21/03/2025 we validated both references. We have updated our management and recruitment policy to include mandatory reference checks, the reference checks will be maintained and reviewed as part of the student training program to ensure compliance with regulation.

Supporting documentation submitted

Photographic evidence of two validated references.

Summary Comment

The response from the registered provider has adequately addressed the non-compliance in Regulation 9 (2) (b).

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 adults working directly with the children attending the pre-school service.

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

The following adult to child ratios were observed when the service was operating at full capacity:

Three adults cared for 15 children aged 10 months to 2 years 3 months attending on a full-time basis in the Nursery.

Three adults cared for 16 children aged 2 years 2 months to 2 years 11 months attending on a full-time basis in the Toddler room.

In the morning two adults cared for 19 children aged 4 years 4 months to 5 years who attended on a sessional basis in Preschool 2. In the afternoon 14 children were cared for by two adults.

In the morning two adults cared for 19 children aged 2 years 5 months to 3 years 11 months who attended on a sessional basis in Preschool 1. In the afternoon 16 children were cared for by two adults.

In addition to the above, two students on work experience were present in Preschool 1.

The registered provider rostered on the day, assisted throughout the care rooms where needed providing break and lunch cover.

One staff member rostered to be off on the day arrived a short time after the inspectors arrived and worked in Preschool 1 in addition to the rostered staff.

The second registered provider attended the service for a short while and assisted the inspectors with administrative queries.

(8) A review of the staff rosters and discussion with the registered providers, it was demonstrated that there are at least 2 adults on the premises while the full day care service is in operation.

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

(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

Compliance Information

The following examples demonstrate how the registered provider ensured that the children's learning, development and well-being was facilitated within the daily life of the service:

Basic Needs

The older children were encouraged to be independent when using the toilet, with gentle reminders given to children recently toilet trained. The younger children had their nappies changed at set times and in line with their individual care needs.

The younger children were observed to wear bibs at meals times, and the staff and students supported the children with feeding where needed.

The staff and students were observed to engage in conversations with the children throughout their daily routine and play experiences. Small group times and one to one occasions such as nappy changing was used as opportunities to talk and sing with younger children.

Each child had their own individual cubby basket or hanger with their photograph and name clearly visible. The older children were observed to care for their belongings by hanging up their coats after outdoor play time and putting their left-over snack items back in their bag.

Aprons were available for messy play activities and spare clothing was stored in the service.

Child led sleep practises were in place in the Nursery and Toddler rooms. The children in the Nursery availed of sleep at various times throughout the day and in line with their own individual sleep needs. The children that required a sleep in the Toddler room were observed to sleep before or after their hot meal, in line with the children's individual needs and parental wishes.

The children in the Nursery were all mobile, and were observed to freely explore their play environment by crawling and walking.

The children in the Toddler and Preschool 1 and 2 rooms availed of outdoor play during the inspection. The Toddler area was secured with wooden fencing. A wooden play house, rocking toys, seats, push-a-long and pull toys, football and a chalkboard were available in this area. A covered area is shared and used at alternate times by the two Preschool rooms and included a wooden playhouse and wooden trucks for children to play with. There were sand trays and water trays with toys such as spades, watering cans and trucks. Trikes and scooters, hoops, balls, and coloured steps for games were also available. There was soft ground surfacing, and the area was secured by wooden fencing and lockable gates.

A third outdoor has recently been created which is a covered area available for the Nursery children's use. The staff advised the inspector when they use this area, they take play equipment and toys out daily.

Supporting Relationships

Positive interactions were observed between the children and their peers during play times. The staff promoted positive behaviour and encouraged turn taking within each care room.

The service demonstrated positive regard towards the families of the children, with family links nurtured within the service with family photographs on the "Family Tree" within all the care rooms.

Staff members meet the parents upon arrival and collection times, and staff were observed to inform parents on how their child had been that day. Notebooks for younger children are sent home each day, which include details of the child's sleeping, eating and nappy changing times.

The staff in the Nursery were observed to provide care and supports to the children at their height level and were observed to play on the floor with the children, providing comfort and reassurance where children displayed signs of needing comfort or a hug. The younger children in the Nursery demonstrated happiness and contentment in

playing with activities such as musical toys, sensory play with spaghetti and soft shapes. The older children enjoyed use of the ball pool, sensory play with cereal, and singing and reading books with the staff.

The children in the Toddler room enjoyed outdoor play time, playing on the indoor activity centre and sensory play with shredded paper and animals. The children in this care room were observed to seek out staff for support when needed during their play.

The staff in both Preschool 1 and 2 were observed to play with the children in the garden with a stepping stone game, water and sand play and chasing games. Whilst the children were indoors, they were encouraged to play independently, for example, there were defined areas and equipment such as babies, clothing, and real-world objects such as packets easily available in the home corner.

The staff team and management were observed to work well together, they communicated clearly with one another and gave gentle countdown time reminders to the children to allow for smooth transitions for what comes next in their routine.

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

A menu was available and was on display. A breakfast options of cereal is available up to 8.45am each day. A morning snack taken in from home for children attending the Preschool rooms included a variety of cereal, yogurts, sandwiches, crackers, cheeses, meat, bread rolls and a selection of fruit. Some of the children in the Nursery and Toddler room take in snacks from home also to include yogurt, fruit puree and flavoured rice dishes. The morning snack which is served at 10.30am, provided on site by the cook for the younger children was fruit salad, chopped and served suitable for the children’s ages.

On Monday and Friday’s, the hot meal is cooked on site by the services cook. On Tuesday, Wednesday and Thursday’s food provided for the hot meal is taken in from an external catering company and reheated on site each day. The hot meal served on the day at approximately 1.30pm to all care rooms was spaghetti bolognese with vegetables. The hot meals listed on the menu, while taking into consideration the age of children provided for was suitable and nutritious. A light snack of fruits and yogurts is served at 3.30pm, with a later snack at 5pm of pancakes/sandwiches or crackers provided.

The children in all care rooms had access to their drinks throughout the day, with the children in the Nursery observed to request their drinks from a shelf by interacting with the staff and pointing to the shelf demonstrating that they wanted their drink.

Meals were suitably adjusted to suit younger children and babies needs in line with texture and chewing abilities. Where the children's preferences change this is facilitated by the parents who will send in a hot meal option from home to be heated and served to their child on certain days.

The registered provider advised the inspector that additional food items can be provided to the children.

if the quantity of food taking into consideration, the child's time spent in the service was not adequate

On the day inspection the children in the Toddler room requested more fruit at morning snack time and the staff provided additional fruit in line with their request.

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:

The following safety measures were observed on the day of inspection:

- Upon the inspectors arrival the main entrance door was appropriately secured with a magnetic key coded lock, which prevents a child from exiting unsupervised and restricts unauthorised persons from gaining access to the premises. A visitor log was maintained, and the inspectors were requested to sign in and out upon arrival and departure from the service.
- The outdoor play areas were observed to be free from hazards and secured by wooden fencing and lockable gates.
- The toys and play equipment used by the children was presented in good repair. Where a toy became broken on the day of inspection, a staff member was observed to promptly remove and dispose of the broken toy.
- Risk assessments are completed daily, records available for review were completed up to date.
- The kitchen is located away from the care rooms, therefore remained inaccessible to the children.
- Blind cords were adequately secured. Windows restrictors were observed on first floor care room windows.
- Handrails on stairways were suitable for the use of both children and adults.
- The floor covering in the Toddler and Preschool 1 and 2 rooms was maintained in good repair.

- Storage areas were inaccessible to the children. Under sink cupboards and the fridge in the Nursery was fitted with safety catches which were observed in use during the inspection.
- Cleaning agents were stored on units and shelves out of the reach of children.
- Records reviewed demonstrated that fire drills were carried out monthly, and fire exits were observed to remain clear from obstruction during the inspection.

Infection Control:

The inspectors observed the following infection control measures in practice within the service:

- Warm running water, hand soap and paper towels were provided at each handwashing basins. Pedal operated bins were provided in the Nursery nappy changing area and the Preschool 1 and 2 care rooms and sanitary areas.
- The children throughout all the care rooms were observed to actively wash their hands throughout the day, for example, after using the toilet, having their nappy changed and before snack and meal times. Staff were observed to wash their hands after cleaning children's noses and after nappy changing practises.
- Waste bins were stored in an area inaccessible to the children.
- Nappy changing procedures were carried out in line with the service's policy, and disposable aprons and gloves were observed to be worn for each individual nappy change.
- Sanitary areas were ventilated by mechanical ventilation.
- Tables were observed to be cleaned before and after snack and meal times.
- The snacks taken in from home by children attending Preschool 1 and 2 rooms were stored in the fridge until snack times.
- Cleaning schedules were in place. Records available for review were completed up to date. The service was presented in a clean and hygienic manner throughout.
- The children's soothers were stored individually in labelled boxes. Staff outlined appropriate cleaning and sterilising procedures for soothers to the inspector. Mouthed toy boxes were available for use.

Safe Sleep:

- A sleep room was located directly off the Nursery room. A sleep area within the Nursery room was also provided and used if required, this sleep area was not observed in use during the inspection.
- Within the sleep room a total of 7 cots with safety labelled mattresses and waterproof coverings were provided. In the Nursery room 2 cots with safety labelled mattresses were available.
- Individual bed sheets and blankets were used and stored in individual boxes for each child. The bed linen is washed at least once a week in the service, and more frequently if required.

- Stackable beds were provided for children aged over 2 years who availed of a sleep in the Toddler room. A cordoned off area within the care room was set up for sleep times in line with the children's individual care needs.

Non-Compliance Information

General Safety:

- Garda vetting was available for 23 staff members and 2 students. However, five of the staff vetting disclosures were not dated within the previous three years in adherence to with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting'.

Infection Control:

- The pedal bins within the Toddler room were broken. The bin for soiled nappies in the nappy changing area and the bin within the care room had broken foot pedals, requiring staff to lift the lid with their hands each time to dispose of waste, which poses a risk of cross contamination.
- The food items taken in from home for the children attending the Nursery and the Toddler room were observed to contain perishable items such as yogurts. These food items were stored in the children's labelled baskets within the care rooms and not in a refrigerator at the recommended storage of 5°C or below.

Safe Sleep:

- Records for safe sleep practices were not adequately maintained. The sleep records available for review recorded the position of sleeping children at 10-minute intervals. It is acknowledged that staff advised the inspector that they check the children's breathing and skin colour, however no written records detailing the breathing pattern and skin colour for each individual child at 10 minutes intervals was maintained.

Corrective & Preventive Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

- Vetting for the staff has been updated. Going forward all vetting will be updated every two years to ensure compliance with regulations.

Infection Control:

- The two pedal bins were replaced. We will keep a spare pedal bin on the premises at all times so that any future breaks can be replaced immediately to prevent any cross contamination.
- We now have a space in the nursery fridge and baskets with lunches belonging to the toddler room can be stored there. We have made changes to our routine to ensure that a person from the toddler room

oversees putting the lunches in the fridge and ensuring the baskets are clean and the fridge temperature is correct.

Safe Sleep:

4. We bought a specific sleep and rest log to include records of children's sleep position, breathing and skin colour. Our sleep policy has been updated and now includes how our staff carry out and record a detailed check on each child, this will be reviewed regularly to ensure compliance.

Supporting documentation submitted

Copies of five updated vetting certificates. Photographic evidence of pedal bins ordered. Photographic evidence of lunches stored in fridge. Photographic evidence of new sleep record log.

Summary Comment

The response from the registered provider has adequately addressed the non-compliances in Regulation 23.

Part VI - Safety

Regulation 25 - First aid

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

(2) A registered provider shall ensure that a suitably equipped first aid box for children-
(a) is safely stored in an easily accessible and conspicuous position on the premises, and
(b) is available to the children attending the pre-school service at all times.

Compliance Information

(2) (a) & (b) Suitably equipped first aid boxes were located throughout the premises and were stored in accessible and conspicuous locations out of the reach of children.

Non-Compliance Information

- (1) The registered providers did not ensure that a person trained in First Aid Response (FAR) was available at all times to the children attending the preschool service. One staff member certified in-date First Aid Response (FAR) training was not available on site or rostered to work on the day of inspection.
An additional staff member's FAR training had expired 10 January 2025.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Three fulltime staff completed the FAR training immediately to ensure someone would always be on the premises. We are implementing a regular training schedule for all staff, ensuring that first aid is refreshed before the expiration date.

Supporting documentation submitted

Written confirmation from a training provider on 31 March 2025, detailing that 3 staff members have completed A FAR course.

Summary Comment

The response from the registered provider has adequately addressed the non-compliance in Regulation 25 (1).

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 fire fighting equipment and smoke alarms in the premises.
- (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 record of monthly fire drills that take place was available, with the most recent dated fire drill recorded on 03 March 2025.
- (b) The annual maintenance certificate for the fire extinguishers were dated July 2024, and smoke alarms were dated 20 February 2025.
- (4) The fire evacuation procedures were displayed throughout the service, which contained details in relation to the procedure to be followed in the event of a fire.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

The registered provider had adequate insurance cover in place for 85 children attending the service on a Full-Time basis. The policy showed that the service had insurance in place from 28 March 2024 to 27 March 2025.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

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

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

Non-Compliance Information

(d) The service requires some repair works to be carried out as observed on inspection.

1. There were two holes in the floor covering in one section of the Nursery room floor. The floor covering was also separated in the area that is used to accommodate sleeping children within the care room. This was a non-compliance on the services previous inspection where the registered provider stated the flooring would be replaced. It is acknowledged that the registered provider advised the inspectors that the floor covering was scheduled to take place in the next 6 to 8 weeks in the Nursery.
2. There was a hole in the wall behind the door in the Nursery nappy changing area.
3. A toilet seat was missing on one of the children's toilets in Preschool 1.
4. The cut-out window areas in the wooden structures in Preschool 2 had two sharp protruding edges which posed a risk of injury to a child.

(e) There was only one handwash basin in the nappy changing area in the Nursery. One sink is required for every eleven children. Two nappy changing units were provided, and based on numbers attending the Nursery, a second handwash basin is required. This was a non-compliance on the services previous inspection where the registered provider stated works would be carried out over the summer.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (d)
1. A new floor covering has been ordered and will be installed in the next 14 days.
 2. We have contacted a company to install a wipeable wall panel and seal the hole. We will install door stops to ensure that this cannot happen again.
 3. A toilet seat has been ordered for our pre-school room.
 4. A Perspex window has been ordered for the wooden structure in preschool two so as to avoid any injuries.
 5. A second hand-washing sink was put in the nappy changing area.

To prevent future incidents of torn floor coverings, sharp edges and broken equipment, we will enhance maintenance protocols and provide staff training on reporting issues promptly.

Supporting documentation submitted

Photographic evidence of invoice of floor covering scheduled to be fitted. Evidence of letter confirming wall panel will be fitted. Invoice of toilet seat order. Photographic evidence of new Perspex fitted. Photograph of the second sink installed.

Summary Comment

The response from the registered provider has adequately addressed the non-compliances listed above at points 3, 4 and 5 under Regulation 29 (d) following submission of evidence.

However, the non-compliances identified under Regulation 29 (d) points 1 and 2 above remain outstanding as works have not yet been carried out. These non-compliances will be reviewed at the services next inspection.