

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015RN008				
<b>Name of Service:</b>	Chatterland Creche				
<b>Address of Service:</b>	Palace Walk, Elphin, Co. Roscommon				
<b>Eircode:</b>	F45 P772				
<b>Name of Registered Provider:</b>	Aine Wynne				
<b>Service type:</b>	Full Day, Part Time, Sessional				
<b>Date(s) of Inspection:</b>	02/10/2024				
<b>No of pre-school children:</b>	<table border="1"> <tr> <td>AM</td> <td>18</td> <td>PM</td> <td>11</td> </tr> </table>	AM	18	PM	11
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<b>Address of the Early Years Inspectorate:</b>	Early Year's Inspectorate, TUSLA, Child and Family Agency, Government Buildings, Convent Road, Roscommon Town Co Roscommon.
<b>Inspection undertaken by:</b>	A. Kennedy
<b>Title:</b>	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).

<b>Conditions if applicable</b>	Not applicable
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### Description of service

Chatterland crèche is a privately owned and operated early years' service which has been notified since 2001. It caters for children from 0-6 years and is registered to cater for school aged children. It was advised by the registered provider that the school age service is not in operation at present

The hours of opening are from 08:00-18:00 Monday to Friday. It operates from a purpose-built facility. The premises is a single storey building with four playrooms namely the baby room (0-1years), baby butterfly room (1 to 2 years), the caterpillar room (2-3 years) and the butterfly room (3-5years).

A dedicated sleep room is provided in the service in addition to a kitchen and sanitary facilities. A large enclosed outdoor area is provided at the rear of the premises.

The service is registered to cater for a maximum of 33 preschool children. The pedagogy of the service is based on a play-based curriculum.

### Staffing

The registered provider is the named adult in charge of operating the service together with a named staff member to act as deputy if required. Five adults including the registered provider are employed to work directly with the children and hold a major award in Early Childhood Care and Education. Additionally a chef is employed for food preparation and provides relief to cover breaks/lunches in the preschool rooms.

### 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.

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 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*

*(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) There was a designated person in charge and there was a named person available to deputise in the service.

(b) The registered provider was on the premises when the early years inspector arrived and remained on site for throughout the inspection.

Staff rosters indicated that either the designated person in charge or deputy were available on the premises at all times when the pre-school children were present.

Files for the six adults employed in the service were reviewed

(2)(a) & (b) Twelve of the twelve written validated references, on file for the six staff were from a past employer or from a source other than the past employer.

(c) Garda vetting disclosures were available in respect of the six staff.

The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) One of the staff had worked outside the jurisdiction, for six months or more, while over the age of 18 years of age and had the required police vetting.

(4) Six staff who were working directly with children, held a Quality and Qualifications Ireland (QQI), at a Level 5 to 8, in Early Childhood Care and Education. Copies of qualifications were on file for the six staff.

### 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) At all times during the period of the inspection, the registered provider ensured that the adult child ratios were adhered to.

(2) Documentary evidence in the form of attendance records indicated that adult child ratios were adhered to.

On the morning of the inspection, there were 18 pre-school children aged between 11 months to 5 years.

- One child was aged eleven months
- Three children were aged 1 to 2 years,
- Eight children were aged 2 to 3 years,
- Six children were aged 3 to 5 years.

There were five childcare staff directly caring for these children.

In the afternoon, there were 11 pre-school children aged between 11 months to 5 years.

- One child was aged eleven months
- Two children were aged 1 to 2 years,
- Three children were aged 2 to 3 years.
- Five children were aged 3 to 5 years.

There were five childcare staff directly caring for these children

(8)(a)

The registered provider ensured that there were two staff on the premises while the pre-school was operating.

## 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,

#### Compliance Information

Staff were aware of their roles and responsibilities to support children's health wellbeing and development within the service.

The staff encouraged and supported the children to be as independent, as possible.

The children were given sufficient time to eat in an unhurried manner. The staff complied with the service's healthy eating policy.

The feeding chairs, tables and chairs were suitable for the children's ages and stages of development.

On the day of inspection, four children wore nappies and were changed on a regular basis.

The privacy and dignity of a child having their nappy changed was maintained.

Children had plenty of opportunities to move themselves, to practice and improve their emerging skills, such as co-ordination and balance. Play activities and experiences were developmentally appropriate and suitably challenging.

Children were encouraged and supported to develop self-help and personal hygiene skills for example the staff showed children how to wash hands properly.

The children were observed at free play, drawing, at construction, playing with puzzles, jigsaws, and insets, at mix and match, playing with animals and transport vehicles, playing kitchen and house. At circle time, the older children gave their views, news, and stories. The staff read books, and the children chatted about same.

The staff used visual aids and probed with questions such as 'who is this?', 'how many are there?', 'where is that?' and 'tell me what this is?'.

The staff supported children in forming and sustaining positive relationships by

- providing opportunities for individual and small group activities and play, leading to increased social awareness, co-operation, collaboration, teamwork, and a sense of belonging,
- providing opportunities for children to learn from each other and with each other, to work together, join in and contribute to projects and tasks,

- working with parents and guardians by sharing knowledge and observations of the child’s interests, strengths, developmental and care needs, approaches to learning, changes in their life, and any other concerns.

The outdoor environment provided children with activities and opportunities for

- fresh air, discovery, relaxing (e.g., quiet seating areas, and an all-weather sand and water play area),
- releasing energy (e.g., playing chase),
- physical exercise and play (e.g., jumping, riding on bicycles and push cars),
- exploring, engaging, and experimenting with nature (e.g., at water play, gardening / planting opportunities.
- On speaking with the staff, the inspector was informed that the staff verbally provide parents with daily information on their child’s experiences in the pre-school including the child’s likes, interests and preferences and play activities engaged in. This information was provided at collection times, via text messages, by phone calls, and by email. The parents/guardians of the younger children were advised via a daily diary / information booklet to advise of their child’s food provision, sleep provision, nappy changes, and any other daily activities, updates, and communications.
- The themes of the month included Autumn, Halloween All about me and under the sea.
- Displayed on the walls throughout the service were photographs of the children engaged in activities, posters on colours, the seasons, birthdays, basic rules, the alphabet, the days of the week, and months of the year and family photographs.
- The staff were observed helping children to find solutions, supporting them, and talking to the children in a variety of ways, discussing, questioning, modelling, and commentating, extending a child’s activities and initiating games and activities.
- The staff provided significant opportunities for the child to decide their play activities and experiences. The early year inspector noted the staff acknowledged a child’s achievements ‘that is great’ ‘well done’ and used questions such as ‘what should we do next?’, ‘is there any other way to do this?’, to allow children to critically think and explore.

## Part V - Care of Child in Pre-school Service

### Regulation 22 – Food and drink

*A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.*

#### Compliance Information

- The service had a healthy eating policy.
- From 8.00hrs to 9.00hrs, the service provided breakfast cereal for any child who was hungry.
- From 10:10hrs to 10:30hrs, the children had their morning snack of toast
- The registered provider advised that presently three children bring their snack from home, and this would consist of a selection of fruit pieces, cheese, meat slices, crackers, provided by parents and guardians.
- From 12:30hrs to 13:00hrs the children had pasta bolognese with a tomato-based sauce.
- The meals were cooked on site.
- At 14:15hrs the children had banana slices with custard
- At 16:00hrs, the children had a selection of wraps with ham and cheese and brown bread
- The meals and snacks were of appropriate textures for infants and toddlers.
- The children attending the service on a full day care and part time basis had two meals snacks. The children attending the full day care service had a hot meal provided by the service. The person in charge advised that the staff ensured that each meal snack had two food groups. The person in charge advised that there was a supply of food in the kitchen, for any child requiring additional food.
- A drinks table/shelf was available in each playroom to allow the children the opportunity to 'self-serve' their drinks.
- Perishable items from children's lunch boxes and the babies' bottles were stored in a designated fridge.

### 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 main entrance door was secure to prevent unauthorised entry.
- The external play areas to the rear of the premises were secure so that children could not leave the area unsupervised and unauthorised persons could not enter the area.
- Fire doors throughout the building were unobstructed.
- All cleaning agents were stored inaccessible to the children.
- Leads, cables, and flexes were wall mounted and secured to prevent any trip or strangulation hazard.
- The heating system was thermostatically controlled, to ensure the temperature was maintained between 18°C to 22°C.
- Blind cords were securely fastened thereby preventing any potential risk. Windows had restrictive access devices as a safety precaution.
- All toys and play equipment were observed to be safe and in good condition.
- Daily records of attendance were kept for all the children attending the service.

##### Infection Control:

- Children's hands were washed before snacks and meals, after toileting and nappy changing, after blowing their nose, after messy and outdoor play.
- The children's belongings for nappy changing were individually labelled and in designated storage containers.
- The children's barrier creams were clearly individually labelled and stored within the nappy changing area
- The nappy changing areas had a leak-proof, sealable airtight container for the disposal of nappies.
- The nappy changing policy was displayed on the wall of the nappy changing areas and staff completed nappy changing sheet records for each child requiring nappy change, with a section for staff comment / remedial action taken.
- A cleaning and disinfection schedule was presented and available for inspection. There were cleaning schedules and records for the playrooms, sanitary areas, and outdoor areas and on the cleaning and disinfection procedure undertaken in the service.

- Tabletops and work surfaces were cleaned with disposable paper towels and disinfectant spray, the early years inspector observed this practice on the day of inspection.
- The playrooms were observed to be kept adequately ventilated with the windows left open whilst maintaining the room temperatures at the required levels.
- Adequate supplies of disposable tissues were readily available in the playrooms.
- The outdoor play equipment was cleaned after each child's use, and prior to each child's use with documented records maintained.

### Administration of Medication:

- Medication was stored inaccessible to the pre-school children.
- Staff advised that currently there was no child on medication. The staff were familiar with the medication administration policy of the service if medication needed to be administered.
- Suncreams were supplied by the parents and guardians, and stored in the service, with dates of expiry checked on an annual basis.

### Safe Sleep:

- There was a designated sleep room, with six cots room for younger children's sleep provision.
- Stackable beds and mats were available for older children requiring sleep if required. On the day of inspection, children were observed sleeping on demand.
- The sleep policy detailed the correct temperature, lighting, ventilation, space between cots and child safety requirements.
- The early years inspectors observed, and documentary evidence indicated that the staff physically checked sleeping children every 10 minutes. The service kept documented sleep records. Records for sleeping children included the room temperature and the position, colour and breathing of the child and the signature of the staff member who physically checks the sleeping child.
- A digital wall thermometer was available in the sleep room and used as the method of recording the sleep room temperature and therefore taking remedial action when temperatures were above 20 °C and below 16 °C.
- A supply of clean linen was available for each child.
- Cellular blankets, that allow air to circulate were used for sleeping children under 2 years of age.

### Fire Safety:

- Records on file demonstrated that fire drills were carried out frequently which helped to ensure that adults and children were familiar with the procedure in the event of an actual fire.

- All exit routes from the service were free from obstruction during the inspection.

### Non-Compliance Information

#### General safety

- On the day of inspection at 11.56hrs, there was a temperature reading of 44.8°C, from the warm water tap at the wash hand basin, used by children in the baby room  
This water temperature was above the recommended 43°C upper safety limit to prevent potential risk of scalding.

#### Infection control

- The staff feeding chair in the baby room was ripped and in poor condition and could prove difficult to effectively clean.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

Subsequent to the inspection of the service, on the 7<sup>th</sup> of October and 16<sup>th</sup> of November the registered provider submitted a response to advise

#### General safety

- The temperature of thermostat has been reduced to ensure the hot water is less than 43 degrees and regular temperature checks will be undertaken on the water to ensure the temperature is correct.

#### Infection Control:

- The chair in the baby room has been replaced and the furniture will be inspected on a regular basis and replaced if necessary.

#### Supporting documentation submitted

#### General safety

- Documentary evidence was provided from a plumber to advise that the thermostat had been adjusted to ensure the water temperature in the taps used by the children does not exceed 43°C

#### Infection Control:

- Photographic evidence was submitted to the office of the early years inspectorate of a new chair purchased for the baby room.

### Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances identified under Regulation 23 have been adequately addressed.

### 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) The service provided evidence that there were four staff trained in first aid for children available to the children, attending the pre-school service.
- (2)(a) There was a first aid box with content items in date, safely stored, easily accessible and stored in a conspicuous position.
- (b) The service demonstrated that the first aid box was fully equipped and available to the children attending the pre-school service.

### 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.*
- (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 monthly fire drills completed in the service. The last recorded fire drill was dated 7<sup>th</sup> of September 2024.
- (b) Records were available in relation to the number, type, and maintenance of fire-fighting equipment and the fire alarm with the annual service dated 7<sup>th</sup> of August 2024.
- (4) A notice of the drill procedure was displayed in each of the preschool rooms and in the hallway of the service.

## Part VI - Safety

### Regulation 28 - Insurance

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

#### Compliance Information

There was evidence of certification of adequate insurance which had an expiry date 27<sup>th</sup> of March 2025.

The insurance for 33 pre-school children was for a full day care service, included the following: -

- public liability insurance,
- insurance against fire and theft,
- buildings insurance,
- insurance for outings undertaken as part of the service provision.