

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015RN040
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Name of Service:	Nurtures Best Creche CLG
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Address of Service:	Main Street, Tarmonbarry, Co. Roscommon
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Eircode:	N39 DH57
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Name of Registered Provider:	Caroline Callery
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Service type:	Full Day
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Date of Inspection: Day 1	18/04/2024
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Date of Inspection: Day 2	19/04/2024
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No of pre-school children Day 1	AM	78	PM	54
No of pre-school children Day 2	AM	77	PM	50

Address of the Early Years Inspectorate:	Early Year's Inspectorate, TUSLA, Child and Family Agency, Government Buildings, Convent Road, Roscommon, Co. Roscommon.
Inspection undertaken by:	A. Kennedy & H. Heagney
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

This pre-school service is located in the main street in the village of Tarmonbarry, Co. Roscommon. The service operates a full day care service from 8.00rs to 17.30hrs. The service caters for children aged between 0 to 6 years. The service is registered for a maximum number of 89 pre-school children, at any one time. There are six pre-school playrooms. The Baby room, the Wobbler room and the Toddler room are on the ground floor and the Butterfly room, Bumblebee room and Starling room are on the first floor. There is a designated School aged room, the office, a staff room, and storage areas on the second floor. There is a designated kitchen where the snacks and main meals are prepared, cooked, and stored on site. There are outdoor play areas to the rear of the premises, which include an all-weather sheltered area and a fairy garden.

Staffing

The registered provider does not work in the service. There is a person in charge and deputy person in charge. There are nineteen staff including the registered provider. Seventeen staff hold a Quality and Qualifications Ireland (QQI) at a Level 5 to 8, in Early Childhood Care and Education. These staff have documentary evidence of ongoing training and education. There is a designated administrator.

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, and premises. 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 inspectors wish to acknowledge the cooperation of the person in charge, staff and children who were present on the days 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) There was a designated person in charge and there was a named person available to deputize in the service.
- (b) On both days of the inspection, the person in charge was on the premises when the early years inspectors arrived and remained on site for the duration of the inspection. Documentary evidence in the form of staff rotas indicated that either the designated person in charge or deputy were available, on the premises, when the pre-school children were present.
- The nineteen staff files including the registered provider were reviewed.
- (2)(a)&(b)
- Thirty-eight of the thirty-eight validated written references on file, in respect of the nineteen staff, were from a past employer or a source other than a past employer.
- (c) Garda vetting disclosures were available in respect of the nineteen staff. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
- (d) Documentary evidence indicated that seven of the staff had lived outside the jurisdiction, for longer than 6 consecutive months, while over the age of 18 years, and had the required police vetting. It is acknowledged that where applicable these vetting's were translated by a reputable source.
- (4) Seventeen staff working directly with the children had evidence of Quality and Qualifications Ireland (QQI) Level 5 to Level 8, in Early Childhood Care and Education.

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 person in charge ensured that an adequate number of staff were working directly with the children.

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

On the morning of Day 1 of the inspection, there were 78 children present. All children were aged between 11 months to 5 years. There were fifteen staff directly caring for these children. Additionally, the person in charge assisted with the administrative part of the inspection. There was a staff member designated to kitchen duties, preparing, cooking, and serving the service meals.

In the afternoon of Day 1 of the inspection, there were 54 children present. All children were aged between 11 months to 5 years of age. There were eleven staff, directly caring for and supervising these children. Additionally, the person in charge assisted with the administrative part of the inspection.

On the morning of Day 2 of the inspection, there were 77 children present. All children were aged between 11 months to 5 years. There were fifteen staff directly caring for these children. Additionally, the person in charge assisted with the administrative part of the inspection and performed kitchen duties.

In the afternoon of Day 2 of the inspection, there were 50 children present. All children were aged between 11 months to 5 years of age. There were eleven staff, directly caring for and supervising these children. Additionally, the person in charge assisted with the administrative part of the inspection and performed kitchen duties.

(8)(a) The person in charge ensured that there were two staff on the premises at all times while the pre-school was operating.

Part IV – Information and Records

Regulation 15 – Record of pre-school child

(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child’s registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

(4) A registered provider shall ensure that a record in writing referred to in paragraph (1) is retained for a period of 2 years from the date on which the child to whom it relates ceases to attend the service.

(5) A registered provider shall ensure that a record in writing referred to in paragraph (2) is retained for a period of 2 years from the date on which the child attends the service.

Compliance Information

(1)(a)(b)(c)(d)(e)(f)(g)(h)&(i)

Twenty-five children’s records were sampled and reviewed by the early year’s inspectors.

The twenty-five records reviewed showed that the entries were factual, consistent, and accurate.

The twenty-five children’s records contained the following: -

- The name and date of birth of the child.
- The date in which the child first commenced in the service.

- The date on which the child stopped attending the service (where relevant).
 - The name and address of the child’s parent or guardian, and a telephone number where that parent or guardian (or a relative or friend of the parent or child) can be contacted during the hours of operation.
 - Written authorisation / permissions for collecting the child.
 - Details are recorded of any illness, allergy, or additional need(s) the child had, together with all the information relevant to the provision of specific care or attention.
 - The name and telephone number of the child’s registered medical practitioner.
 - A record of any immunisations the child has had.
 - Written parental or guardian consent was included to allow the child to have appropriate medical treatment if there was / is an emergency.
- (4)&(5) The person in charge advised and documentary evidence from file review indicated, that all relevant children’s records were kept for 2 years from the date a child stops attending the service.

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

- Each child was given enough time to eat and enjoy their snack(s) and meal(s) without being rushed. The atmosphere during mealtimes was relaxed, with pleasant social interaction among the children and staff.
- Infants younger than 12 months were held while bottle-feeding.
- The crockery, cutlery and drinking utensils used were suitable for the children’s ages and stage of development.
- The staff responded to children’s individual personalities, sensitivities and needs in relation to nappy changing and toileting and toilet training.
 - On both days of the inspection, 26 children from the Baby room, Wobbler room, Toddler room and Starlings room required nappy changing and were changed in a sensitive manner.

- The older children had unrestricted access to the toilet and did not have to wait to use the toilet. Children were allowed to take their time during toileting. Staff encouraged and supported children to become more independent in toileting practices.

- Children were encouraged and supported to manage their own personal care appropriate to their own level of independence, and to develop self-help and personal hygiene skills.
- Children had plenty of opportunities to move themselves, to practice and improve their emerging skills, such as co-ordination and balance.
- The service supported the children in forming and sustaining positive relationships with staff.

For example:

- assigning a key person to each child;
- showing respect for each unique child and developing their trust;
- being actively involved in children’s play, where appropriate (initiating games, joining in when invited to by children);
- behaving in a way that creates a positive atmosphere (having frequent social conversations, joint laughter and showing affection);
- listening to the voice of the child as they communicate their needs, thoughts, and experiences both verbally and non-verbally, by reading children’s cues, gestures, and body language;
- encouraging children to think critically, ask questions and respond to them in a way that promotes sustained shared thinking; nurturing and comforting children;
- using soft tones, the child’s individual name, and getting down to their level and making eye contact.
- Visual aids (picture and word reminders) and instructions were displayed and used with the children to support their learning.
- The atmosphere in the learning environment was encouraging and unhurried.
- The children were supported to be confident about their identity and to have a strong sense of belonging, each day, while in the service.
- The service provided parents and guardians with daily information, including significant events or activities involving their child, for example, verbal communication at drop of and collection times, a social media interactive communication application, and via classroom profile scrapbooks.
- Staff collated profile scrapbooks for each playroom showing the ‘children’s journey’ using observations and photographs of the children engaged in activities. A sample of the themes to date included shapes and colours, recognition and matching, Valentine’s day, free play, mother’s day, St Patrick’s day, fish, hair

styles, independence, Autumn, leaf art, Halloween, handprints, spooky seasons, mix it up, discovering the black, toothcare, Winter is coming, the gingerbread man, Christmas art, frosty weather, gymnastics, shopping experiment, planning, record of learning, short term planning, photographs and staff observations.

- The interactive childcare application used by the service to communicate to parents and guardians the daily care needs and activities of their child captured observations, sleep and food provision, nappy changing and medication. The staff used the application to communicate with parents and guardians their child's likes, needs, interests, activities, and preferences.
- Staff adjusted the level of support provided to children depending on the child's abilities, allowing for children's partial participation and participation with support.
- On the days of inspection, the children were observed to free play, at story time, at circle time, at construction building, at pretend kitchen / house, and sensory play, stacking materials, linking connecting and sorting. The children played games, created shapes with magnets and pegs, enjoyed playing with puzzles, and insets. The children enjoyed playing with a selection of transport vehicles. They fed, and dressed baby dolls, played with small world furniture, little people, and dolls. They enjoyed painting, playing with playdough, sand, and sensory trays. The children matched visual aids. The theme of the week was flowers.
- On the days of inspection, in the outdoor areas, the children were observed on the slide, running up and down the mountain of tyres, at role play, imaginary play making chocolate ice-creams, playing with construction blocks, transport vehicles, running, playing chase, sorting, and exploring.
- The staff listened to children in a caring, gentle way when they expressed emotions, and reassured them that it is normal to experience positive and negative emotions at times. The staff acknowledged and accepted children's feelings (positive and negative) and the relationships between children's actions and other's responses. In all the playrooms, the children were given choice on what to do next.
- 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/children to decide their play activities and experiences.
- There was evidence of planning time when infants, younger children and older siblings or friends could be together e.g. in the outdoor area and celebrating birthdays and special occasions.

- Staff responded to infants in a timely and appropriate way when they were crying or when becoming upset.
- Staff used positive strategies to support children’s inclusion. For example, the inspectors noted that the staff acknowledged a child’s engagement in an activity ‘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.
- The staff supported children to enter social groups, and to learn to help and positively engage with other children. They encouraged and praised children for specific, positive, and appropriate behaviours. Children were given positive alternatives, rather than just being told ‘no’. Children were supported in preventing, managing, and resolving conflict. Children could identify, name, and explore their feelings both positive and negative.

Non-Compliance Information

1. The privacy and dignity of a child having their nappy changed could not be maintained. The location of the nappy changing area for the children in nappies from the Toddler room was unsuitable. The nappy changing mounted unit was in the sanitary lobby at the main sanitary entrance door. The main sanitary door opened inward potentially hitting a staff member changing a child having their nappy changed. Also, there was no door or screen around the nappy changing area and therefore when an older child was using the sanitary facilities (wash hand basin or toilet) a child having their nappy changed could be visibly viewed by other children and or a staff member.

Corrective & Preventive Action submitted by the Registered Provider

On the 27th of May 2024 the person in charge advised of the following;

Corrective and Preventive Action

1. The Toddler nappy changing unit is fitted to the wall in the sanitary area with a door opening outwards to the lobby area. The location cannot be changed with immediate effect. This alteration has been assigned to maintenance to plan the alteration required. The corrective action short term will be that staff will be asked to ensure that where possible a child having their nappy changed will not be at the same time as children using the toilets or washing their hands. The manager will spot check that staff are only changing children’s nappies when the toilet area does not have children using the toilet (where possible). In the longer term the person in charge and the registered provider will discuss options for the nappy changing area with appropriate personnel.

Supporting documentation submitted

1. No evidence was submitted to the early years inspectorate.

Summary Comment

The action taken by the person in charge has not addressed the non-compliance identified. The finding remains non-compliant as the person in charge did not provide adequate assurance that the non-compliance has been rectified.

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 10:30hrs to 11:00hrs, on Day 1 and Day 2 of the inspection, the younger children had mashed banana and yogurts, and the older children had ham sandwiches with a selection of fruits pieces, provided by the service.
- Children attending the sessional services had a selection of fruit pieces, cheese, meat slices, crackers, and yogurts, provided by parents and guardians.
- From 12:30hrs to 13:00hrs, on Day 1 of inspection, the children had roasted potatoes, broccoli, a tomato-based sauce with beans, and couscous, and on Day 2 of inspection, the children had beef stew with couscous. The meals were cooked on site.
- At 16:00hrs, on Day 1 of inspection, the children had a selection of sandwiches with ham and cheese and on Day 2 the children had ham sandwiches on brown bread and bread sticks with a selection of dips provided by the service.
- 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 was available in each playroom to allow the children the opportunity to 'self-serve' their drinks.
- Perishable items from children's lunch boxes were stored in designated fridges.

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:

- There was a buzzer access system, into the main entrance front door.
- The staff only areas, kitchen, staff sanitary area and storage areas were secure and thereby inaccessible to a pre-school child.
- The external outdoor play area was 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.
- A system was in place to ensure that daily records of attendance were kept for all of the children, attending the pre-school.
- Leads, cables, and flexes were secured and or inaccessible to prevent any trips or strangulation hazard.
- The playroom temperatures were thermostatically controlled, to ensure the temperatures were maintained between 18°C to 22°C.
- Thermostatically controlled warm water not exceeding 43°C to facilitate hygienic hand washing was available. Radiators were thermostatically controlled not exceeding 50°C to prevent potential burning.
- Heavy equipment and furnishings were anchored appropriately.
- Highchairs in the Baby room conformed to safety standards and had the 5-point safety harness system.
- There was a documented risk assessment system for the indoor and outdoor play areas, for checking that toys and equipment were not broken, in a clean condition and maintained in a good state of repair.

- The person in charge clearly identified to the early year's inspectors, the drop off and collection procedures for children.

Infection Control:

- Hand washing facilities were provided with a supply of warm water, liquid hand soap and disposable paper hand towels.
- During the inspection, the children were assisted and encouraged to wash their hands prior to eating, after nappy changing, after toileting, and after using a tissue.
- There were three designated nappy changing area with a designated wash hand basin. The children in nappies were changed in a timely manner, on a regular basis. Staff involved in nappy changing wore a disposable apron and gloves. There were a foot pedalled airtight sealable bins for the disposal of nappies.
- The toys and play equipment were maintained in a clean and hygienic condition.
- Refrigerators were provided for the storage of perishable foods.
- The playrooms were observed to be kept adequately ventilated with the windows and doors left open whilst maintaining the room temperatures at the required levels.
- The person in charge had cleaning records for the materials, equipment, and furnishings.

Administration of Medication:

- Through discussion with the inspectors, the staff demonstrated that they were aware of the correct procedures for the administration of medicines.

Safe Sleep:

- Children were observed sleeping on demand following cues / signs of tiredness. Throughout both days children from the Baby, and Wobbler were observed sleeping in cots. The older children in the Wobbler and Toddler rooms were observed sleeping on stackable beds. The older children had relaxation, chill out time.
- There was a safe sleep policy that detailed temperature, lighting, ventilation, space between cots and child safety requirements, as per the 'safe sleep for under 2's best practice guidelines for childcare services policy'.
- Sleep records were kept for each child's sleep, recording the time an adult physically checks a child, and their signature. Additionally, the records included a sleeping child's colour, position, breathing and the temperature of the sleep room with the opportunity to document any necessary remedial actions taken.

- An egg pod thermometer was available in each of the two sleep rooms 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.
- All linen provided was clean, dry, and stored in labelled baskets.
- Rest / quiet areas were provided in each of the playrooms to facilitate a child to rest or opt out of an activity if he/she chose.

Non-Compliance Information

General Safety

1. The step-up ladder used for children to access the nappy changing unit in the Toddler nappy changing area was unsuitable. The children had to access the nappy unit by using a general maintenance 2-step fold up ladder, that had a large gap between the second step and the nappy mat, thereby posing a safety risk to a child.
2. In the outdoor area, one of the wooden tree trucks had a rusty metal nail exposed which could pose potential risk of injury to a child. There were four wooden tree trucks with evidence of wood rot.
3. The visibility stickers required replacement on the doors to the outdoor area from the Toddler room which could pose a potential safety concern.
4. Securing mechanisms were not in place on the refrigerator in the Wobbler room, a storage press which had sweeping brushes and highchairs in the Baby room and a storage press under the sinks in the Toddler sanitary area which contained a pest bait box and could thereby pose a potential safety concern.

Infection Control

5. On both days of the inspection, the children from the Bumble bee, Butterfly and Starling rooms attending the Early Childhood Care and Education programme played in the outdoor area prior to going directly home. The children did not have the opportunity to wash their hands after outdoor play and prior to going home. It is acknowledged there was an outdoor hand washing basin. However, on both days of the inspection, the water for this tap was turned off.
6. In the Baby and Wobbler nappy changing areas the surfaces under the nappy changing mats were worn and proving difficult to effectively clean. There was also evidence of dust and debris on the nappy changing unit in the Baby nappy changing area. Additionally, the wall mounted nappy changing unit in the Toddler sanitary area was not maintained in a clean condition with evidence of a buildup of dust and debris.

7. In all sanitary areas, there was evidence of dust and debris on the ceiling mechanical ventilation covers. It is acknowledged that the person in charge showed evidence of purchasing new mechanical ceiling covers but was awaiting a professional fitter.
8. In conflict with best practice, the bins provided for the disposal of nappies in the Baby, Wobbler and Toddler nappy changing areas were not airtight, thereby potentially posing a risk of malodour and cross infection.
9. In conflict with best practice, suitable sterilisation practices for younger children's soothers were not evident. On the days of inspection, staff gave varying accounts of the method of cleaning, frequency of cleaning and the quantity of solution product used.
10. There was evidence of dust and debris buildup on the radiator in the Toddler sanitary area.
11. On both days of inspection, in the children's sanitary areas the disposable hand towels and disposable aprons were stored on open shelving which may pose a risk of cross contamination.

Corrective & Preventive Action submitted by the Registered Provider

On the 27th of May 2024, the person in charge advised of the following;

Corrective and Preventive Action

General Safety:

1. The step-up used for children to access the nappy changing area will be replaced with a higher step- up. A four tier step up will now be used.
2. The four wooden tree trunks, one with a rusty nail, have been removed.
3. Visibility stickers have now been placed on all doors out onto the outside areas. The visibility stickers will now be added, and the manager/deputy manager will spot check to ensure they remain in place. The manager will keep a check list.
4. Security mechanisms have now been placed on the refrigerator in Wobbler room, the storage press in the Baby room and the storage press under the sinks in the Toddler sanitary area. Security mechanisms will be spot checked by the manager/ deputy manager.

Infection Control:

5. Children now wash their hands before leaving the outdoor area. Staff will be reminded about the importance of infection control highlighting the importance of washing hands after outdoor play and prior to going home. The infection control hand washing policy has been revised.
6. The Wobbler changing surface under the mat, has been cleaned and restored. A new changing unit has been placed in the Baby changing room. The Toddler changing unit has now been deep cleaned. Staff have

been asked to highlight and log all maintenance issues to the manager. The staff will ensure the Toddler changing unit is cleaned to the required standard.

7. All ceiling mechanical ventilation covers have now been replaced by a professional fitter. The manager will request staff to highlight maintenance issues in the maintenance logbook.
8. Three bins for the disposal of nappies have been ordered and will be placed in each nappy changing room.
9. Soother sterilisation units have been purchased and placed into each of the three playrooms.
10. The dust and debris build-up on the radiator has now been cleaned in the Toddler sanitary area.
11. The disposable hand towels dispensers are now in use and apron holders have been ordered and will be placed in the three nappy changing areas. The manager/deputy manager will now carry out spot checks to always ensure correct storage of handtowels and aprons.

Supporting documentation submitted

1. Documentary evidence of the order confirmation for the four-tier step-up, was submitted to the office of the early years inspectorate.
2. Photographic evidence of the outdoor play area, showing that the four tree trucks have been removed was submitted to the office of the early years inspectorate.
3. Photographic evidence of visibility stickers on the doors accessing the outdoor area, were submitted to the office of the early years inspectorate.
4. Photographic evidence of the security mechanisms on the refrigerator in the Wobbler room, the storage press in the Baby room and the storage press under the sinks in the Toddler sanitary area were submitted to the office of the early years inspectorate.

Infection Control

5. Evidence of the updated policy for hand washing was submitted to the office of the early years inspectorate.
6. Photographic evidence of the Baby, Wobbler and Toddler nappy changing areas / mats, was submitted to the office of the early years inspectorate.
7. Photographic evidence of the newly installed ceiling mechanical ventilation covers, were submitted to the office of the early years inspectorate.
8. Photographic evidence of proof of purchase for three airtight sealable bins, was submitted to the office of the early years inspectorate.

9. Photographic evidence of the soother sterilisation units, were submitted to the office of the early years inspectorate.
10. Photographic evidence of the cleaned radiator in the Toddler sanitary area, was submitted to the office of the early years inspectorate.
11. Documentary evidence of proof of purchase for the aprons and glove dispenser holders, was submitted to the office of the early years inspectorate.

Summary Comment

The inspectors have reviewed the actions and evidence submitted. The non-compliance 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) Eleven staff working in the pre-school service had evidence of a current first aid responder qualification, thereby ensuring a person trained was immediately available.
- (2)(a) Two suitably equipped first aid boxes (one on each floor) were available and in an easily accessible conspicuous position.
- (b) The first aid boxes were readily available, with content items within date.

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) Arrangements were in place to record monthly fire drills. The last documented fire drill was dated 14th of March 2024.
- (b) A record of the number, type, and maintenance of firefighting equipment in the service was on file. Records indicated that the last annual maintenance for the firefighting equipment was dated 9th of January 2024. Records indicated that the last maintenance for the fire detection system was dated 21st of March 2024.
- (4) A notice of the procedures to be followed in the event of a fire was displayed in each floor.

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 27th of March 2025.

The insurance for 89 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.

Part VII - Premises and Space Requirements

Regulation 29 – Premises

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

- (a) of sound and stable structure,*
- (b) safe and secure,*
- (c) kept adequately lit, heated, and ventilated*
- (d) cleaned, maintained, and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities.*

Compliance Information

- (a)
From a visual inspection the premises was of sound and stable structure.
- (b)
The entrance doors were secured to prevent children from exiting.
There was a buzzer code switch system for entry and an inaccessible switch for exiting.
Visitors signed a visitor book.
- (c)
Throughout the premises there were no signs of mould, mildew, or condensation.
There was a means of air circulation with openable windows and or mechanical vents in the sanitary areas.
The temperatures within the premises, were within the required temperature readings of between 18°C to 22°C.
- (d)
The service had a records of regular rodent proofing.
- (e)
The hot water was thermostatically controlled.
Children’s toilets were partitioned with suitable doors to provide children with privacy.
There were seven children’s toilets and three nappy changing areas and two staff toilets on the premises.

Non-Compliance Information

- (c)
1. The covers of the light fittings in the Starlings room, the Bumble bee room, and in the corridor on the first floor, consisted of a light paper shade that were unsuitable and required replacement.

(d)

2. In the Toddler room, there were two shelving units with a worn surface. In the Baby room and Bumble bee room the table surfaces were worn and chipped. In the Bumble bee room, the medium-density fibreboard (MDF) was absent on the arch way into the home area. Throughout the building, the wall surfaces in each of the playrooms had chipped/peeled paint. The wooden doors and shelving units had evidence of tape build up for example, in the reception area there was a notice board, with a build-up of old tape.
3. In the outdoor area, the wall mounted chalk boards were worn. There was a missing piece of wood at the base of the tyre structure near the tunnel. On one wall of the all-weathered sheltered area there was a protective board panel on the lower part of the wall, with evidence of fraying and a hole with protruding panelling product.

(e)

4. In conflict with best practice, one of the two wash hand basins in the sanitary area off the Toddler sanitary area was not designated or dedicated for hand washing after nappy changing.
5. There was evidence of cracked and or absent tiles in the sanitary areas used by the children for the Toddler room, the Butterfly room, and the Starlings room. A section of skirting board was absent from the wall of the Butterfly room and behind the sink in the sanitary area used by the children from the Starlings room. There was evidence of a build-up of black tape at the pipework under the radiators in the sanitary areas used by the children from the Butterfly, Bumble bee and the Toddler room that required investigation.
6. In the sanitary accommodation used by the children from the Butterfly room, a toilet roll holder was broken in one of the two cubicles. In the Toddler sanitary area, the flush handle on one of the toilets was broken and required repair. In the sanitary area for the children from the Starlings room, a lock on the cubicle door was broken and required replacement.
7. In the corridor off the Starlings room, a section of the storage unit was absent, requiring repair.

Corrective & Preventive Action submitted by the Registered Provider

On the 28th of May 2024, the person in charge advised of the following;

Corrective and Preventive Action

1. New covers for the light fittings in the Starlings and Bumble Bees Rooms and on the first-floor corridor will be sourced, ordered, and fitted during maintenance week in the first week of August 2024. Light paper shades will no longer be used in the building.

2. worn shelving units in the Toddler room,
the worn table surfaces in Baby room and Bumble Bee room,
the missing MDF archway into the home corner in the Bumble Bee room,
the wall surfaces in each playroom that were chipped and had peeled paint,
the doors and shelving units and reception notice board with build-up of tape,

will be restored during maintenance week in the first week of August 2024.

The manager/deputy manager will now carry out more spot checks to ensure maintenance issues are listed by staff in the maintenance logbook to ensure completion.

3. In the outdoor area

- the worn wall mounted chalk boards have been re-painted with chalk paint,
- the missing wood at the base of the tyre (fort) will be replaced.
- the protective board panel in the all-weather sheltered area has been replaced.

The manager / deputy manager will request that staff ensure all maintenance issues in the first week of August 2024, are logged in the maintenance logbook and highlighted to the manager.

4. A wash hand basin in the Toddler sanitary area had been designated for staff and children, after nappy changing. New signage for handwashing has been placed over the wash hand basins, the staff will alert the manager if the sign needs replacing.
5. The cracked/absent tiles in the Toddler, Butterfly and Starlings Rooms will be fixed back into place. The manager/deputy manager will request staff to ensure all maintenance issues are logged in the maintenance logbook and highlighted to the manager.
6. Skirting board missing from the wall of the Butterfly room and behind the sink in the sanitary area will be replaced. Black tape at the pipework will be investigated and remedial work will be carried out. The manager/deputy manager will request staff to ensure all maintenance issues are logged in the maintenance logbook and highlighted to the manager.
7. The toilet roll holder in the Butterfly room has been replaced. The lock for the cubicle door has been fixed. The flush handle in the Toddler sanitary area has been ordered to be fitted by a professional as soon as possible. The manager/deputy manager will request staff to ensure all maintenance issues are logged in the maintenance logbook and highlighted to the manager.
8. The storage unit outside the Starlings room will be repaired.

Supporting documentation submitted

1. No evidence was submitted.
2. No evidence was submitted.
3. Photographic evidence of the repainted chalk board and the protective panel in in the all-weather sheltered area was submitted to the office of the early years inspectorate.
4. Photographic evidence of signage over the wash hand basins submitted to the office of the early years inspectorate.
5. No evidence was submitted.
6. No evidence was submitted.
7. Photographic evidence of the replaced toilet roller holder in the Butterfly sanitary area, was submitted to the office of the early years' inspectorate.
8. No evidence was submitted.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 29 points 4. and 7. have been adequately addressed.

This regulation remains non-compliant as the person in charge's response did not contain any corrective actions to address points 1., 2., 5.,6., and 8.

The regulation remains non-compliant as the person in charge's only gave a partial response to address point 3.