

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015TY031
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Name of Service:	Ladybird's Pre-School and Childcare Centre
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Address of Service:	Carrig Rua, Nenagh, Co. Tipperary
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Eircode:	E45 VH75
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Name of Registered Provider:	Stephanie Kennedy
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	14/05/2024
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No of pre-school children:	AM	68	PM	56
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Address of the Early Years Inspectorate:	Civic Offices, Limerick Road, Nenagh, Co. Tipperary
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Inspection undertaken by:	L McGeeney
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Title:	Early Years Inspector
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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
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Description of service

This early years service was established to provide care and education to children aged 1 – 6 years old. The service also provides a registered school aged service to children aged 5 – 12 years old.

The service operates between 7.30am and 5.30pm, Monday – Friday for 50 weeks of the year. This includes a three-hour sessional service operated under the early childhood care and education scheme (ECCE) from 9am to 12pm, Monday – Friday for 38 weeks of the year for eligible children.

The service is operated from purpose-built, detached, dormer premises in a residential area in the town of Nenagh in north Tipperary. The service consists of 6 activity rooms, 3 upstairs and 3 downstairs, a sensory room, sleep room, sanitary accommodation areas upstairs and downstairs, kitchen, sluice room, office and outdoor play areas.

This service is one of three early years services operated by the registered provider, the others being Ladybird’s Preschool Newtown and Ladybird’s CBS Preschool and Afterschool Service.

Staffing

The registered provider works in the service but was not present on the day of inspection. The staff managers were the persons in charge on the day of inspection. There were staff working directly with the children including two recently qualified staff on work experience. There was a member of staff dedicated to catering and another responsible for administration.

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 regulations 9(7), 10, 11(1)(2)(4)(8), 16(j)(k), 23, 25, 27 and 31.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

Additional Information

The inspection was triggered by receipt of information to the Inspectorate.

Acknowledgments

The inspector wishes to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5;*
- (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and*
- (c) these Regulations.*

Compliance Information

(7) The service had a comprehensive induction process for new staff which included staff being given a set of policies and procedures for the service. Staff signed that they had received and read the policies and procedures. Ongoing professional development and training was facilitated in the service such as recent in-house training provided in first aid, manual handling and HACCP.

Part III – Management and Staff

Regulation 10 - Policies, procedures etc. of pre-school service

A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.

Compliance Information

The policies and procedures for Accidents and Incidents including first aid, and Outdoor Play were available and reviewed as part of the inspection process.

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.

(4) Subject to paragraph (5), where a registered provider contemporaneously provides-

(a) a sessional pre-school service, and

(b) a full day care service or a part-time day care service, or both, the minimum ratio of adults to children applicable for the duration of the sessional pre-school service in respect of the children attending that service shall be the ratio specified in paragraph (3).

(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

The attendance register for the day of the inspection and on 9 May 2024 were reviewed as part of the inspection process.

(1) There were sufficient staff working directly with the children on both the 9 and 14 May 2024. There were additional staff on the premises who were not involved in direct care of the children so were not included in the adult to child ratios including management, administration and catering staff.

On the day of inspection, the children and staff were as follows:

Busy Bees: 2 staff and 4 children aged 14 – 18 months, all full day care,

Brown Bears: 3 staff (one on work experience) and 10 children aged 18 months – 2 years, all full day care,

Doodlebugs: 3 staff (one on work experience) and 10 children aged 2 – 3 years, 2 sessional and 8 part-time or full day care,

Cuddly Koalas: 2 staff and 13 children aged 3 – 5 years, 3 sessional and 10 part-time or full day care,
Happy Hedgehogs: 3 staff and 12 children aged 3 – 5 years, 4 sessional and 8 full day care,
Funky Frogs: 2 staff and 15 children aged 3 – 5 years, 3 sessional and 12 part-time or full day care,
Total Staff working directly with the children = 15, Total number of children at 11.30am = 68

Staff and child attendance at 1pm on the 9 May 2024, when the incident occurred was as follows:

Busy Bees: 2 staff and 4 children

Brown Bears: 3 staff and 11 children

Doodlebugs: 2 staff and 8 children

Funky Frogs: 2 staff and 11 children

Happy Hedgehogs: 2 staff and 10 children

Cuddly Koalas: 3 staff and 13 children

There were also two staff who were not allocated to a room to float and help as needed.

(2) and (4) The adult to child ratio was maintained within the required ratios on both dates assessed.

(8)(a) There were at least two staff present in the service while it was in operation.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

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

- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;*
- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

Compliance Information

(1) The following were reviewed as part of the inspection process.

- (j) A review of medication records demonstrated that the service used medication consent forms for both prescription and non-prescription medication. Staff advised that in the event that a child required medicine a phone call was made to parents to confirm consent and the appropriate paperwork was signed afterward.
- (k) The service had a system in place for recording accidents and incidents. The registered provider described how these forms were shown to parents who were requested to sign the record and that a copy of the form was provided to parents where requested.

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 service had a sun policy to protect children from sunburn during warm, sunny weather. Parents were requested to send in an unopened bottle of sunscreen with an SPF of 40 or greater labelled with the child's name. Parents signed consent that the sunscreen they sent in could be applied by the staff in the service. Once opened the bottles of sunscreen were stored in a fridge under the stairs where they could be easily accessed when required. Parents were also requested to send in sun hats.

In discussion staff were able to demonstrate their knowledge of how to provide first aid and were aware of which members of the team were certified in same.

Cleaning chemicals and equipment were locked away in the cleaning store or in cupboards that were inaccessible to the children such as the cupboard in the nappy changing room. The staff in each room had access to spray bottles of disinfectant which they used for cleaning the tables between tabletop and dining activities as well as at the end of the day. These bottles were stored on high shelves out of reach of the children and were labelled as non-bleach, non-toxic formulas. Deep cleaning of the service was carried out in the evenings when the service was closed.

Infection Control:

The staff recently undertook training in HACCP and Food Hygiene. This training reinforced their practices with regard to maintaining cleanliness within their rooms, especially with regard to the serving and consumption of food as well as hand washing.

Administration of Medication:

The service had a process in place for the administration of both prescription and non-prescription medication. Separate consent forms were available for both types of medication. There was a space on the form for recording the administration of any medication given to a child while attending the service. For some non-prescription medications such as anti-febrile and anti-allergy solutions, verbal consent may be sought from the parent over the phone with the consent form signed subsequently by the parent.

Non-Compliance Information

General Safety:

The service kept a supply of sunscreen for use on children who did not have their own supply so that children could access outdoor play safely. The service did not have written consent from parents to apply this sunscreen on children attending the service.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

A new sun policy has been developed and was issued to all families. The new policy will be adhered to at all times.

Supporting documentation submitted

General Safety:

A copy of the new sun policy was received by the offices of the Early Years Inspectorate on 10 June 2024. The new policy included seeking signed parental consent for application of sun screen supplied by parents as well as for application of two named sunscreens supplied by the service when sunscreen supplied by parents has been depleted or is otherwise unavailable.

Summary Comment

The evidence submitted meets the requirements Child Care Act 1991 (Early Years Services) Regulations 2016.

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) There were at least five staff on duty at any one time who held current certification in first aid response. There were also 14 staff who recently completed paediatric first aid.

(2)(a) There were appropriately stocked first aid boxes in several places in the service, both upstairs and downstairs. Some first aid supplies such as ice packs were available and stored in the freezer compartment of the small fridge under the stairs where they could be easily accessed when required.

(b) The first aid boxes and other supplies were available if required by a child attending the service.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Compliance Information

The service ensured that children were supervised at all times during the day while still supporting the children to make choices about their day and where they played. For example, the children had a choice to stay indoors when the rest of their room was going outside to play. To ensure that there were enough staff in both places children and staff from different rooms would work together.

If staff needed extra assistance or relief they could call on the staff managers to support them or stand in for them.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

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

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

(2) A registered provider shall ensure that-

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

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

Compliance Information

The services complaints policy was reviewed as part of the inspection process.

(1) The service had a Complaints policy which detailed how to make a complaint, how it would be dealt with and how appeals can be made to decisions made following the investigation of a complaint.

(2) The policy stated that all complaints, even those made verbally, were recorded in writing and dealt with in a timely manner.

(4) The policy stated that all complaints were kept on file for a period of two years from the date the complaint was dealt with.