

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015WW172
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Name of Service:	Charlesland Park Montessori
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Address of Service:	184 Charlesland Park, Greystones, Co. Wicklow
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Eircode:	A63 FX30
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Name of Registered Provider:	Rita Byrne
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	01/11/2023
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No of pre-school children:	AM	33	PM	N/A
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Address of the Early Years Inspectorate:	Loughlinstown Health Centre, Loughlinstown Drive, Loughlinstown, Co. Dublin.
Inspection undertaken by:	M. Condon & F Maher
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
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Description of service

This service is located in a residential area in Greystones village, County Wicklow. The service is registered to provide a full day care, part time and sessional service for pre-school children. The age range of children catered for in the service is from 0-6 years of age. The service operates between the hours of 07:30 and 18:30 on a Monday to Friday basis. The children are cared for across four pre-school rooms depending on their age and stage of development. The baby and toddler rooms are located downstairs, and the Pre-Montessori and Montessori rooms are located upstairs. Sanitary areas are available on both floors and a kitchen is located on the ground floor. An outdoor area is at the rear of the premises.

Staffing

A total of ten adults are employed in the service to provide direct care to the children attending. The Registered Provider works in an administrative role and is not present in the crèche on a daily basis. On the day of inspection eight adults provided direct care to thirty pre-school children. A manager was also present.

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

A sampling process was used to assess compliance under

Regulation - 9 (2)(a)-(d), (4)(7)(a), Management and recruitment.

Regulation 10-Policies, procedures of pre-school service

Regulation-16 (1)(h)(i)(k), Recording relation to a pre-school service.

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

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

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

Additional Information

This inspection was triggered as a result of information received which was notified to Tusla by the service.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the Registered Provider, 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

(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.

(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

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

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

- (a) the policies, procedures and statements of the service specified in Schedule 5;
- (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

- (1)
- (a) The service had a designated person in charge and a named person who was able to deputise as required.
- (b) The deputy person in charge was on the premises at the time of the arrival of the inspectors. The person in charge and the Registered Provider arrived later during the morning and remained on the premises for the duration of the inspection.
- (2) There were five new members of staff employed in the service since the last inspection. A student had also commenced work experience in the service. These files were reviewed on the day of the inspection.
- (a)(b) There were ten written and validated references from a past employer or from a reputable source in the absence of a past employer reference.
- (c) Documentary evidence of a processed Garda Vetting Disclosure was available for five new staff members and one student.
- (d) Completed Police vetting for three staff members who had lived in another state for a period longer than six consecutive months was available.
- (4) All new staff members employed since last inspection hold at least a major award in Early Childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.
- (7) Evidence was available that all staff are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:
- The policies, procedures and statements of the service specified in Schedule 5.
- Staff were provided with the service policies and procedures prior to employment. During induction each new staff member and their induction trainer signed to state that the policies and procedures had been included in their induction training. A review of policies was also included as an agenda item in the staff meetings.

Non-Compliance Information

- (2)
- (a)(b) There were no references available for one adult who was attending the service on work experience.
- (d) It was confirmed by the Registered Provider that one adult had lived outside the state for a period longer than 6 months. Completed Police vetting was not available for this adult.

Corrective & Preventive Action submitted by the Registered Provider

Corrective & Preventive Action

The adult, who is referred to above(2)(a)(b)(d), has left the service.

Going forward we will ensure that all documentation including references and Police Vetting are available for any adult who has direct access to the children in the service.

We will also

liaise with their college tutor to source any outstanding documents prior to the student commencing work experience in the service.

Summary Comment

The Registered Provider has addressed the non-compliance as identified on inspection in relation to Regulation 9(2).

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 written policies, procedures and statement specified in Schedule 5 were in place in the service. The following were reviewed:

- Safeguarding Statement
- Recruitment Policy
- Staff induction and training policy
- Staff supervision policy.
- Accidents and incidents policy
- Complaints policy

These were found to be compliant with the requirements set out in schedule 5. Through a review of documentation, interviews with staff and observation by inspectors, the practices in the services appeared to align with the policy statements as set out by the service.

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) Throughout the inspection there was an adequate number of adults working directly with the pre-school children.

(2) The adult/child ratios were maintained throughout the inspection. On Inspection there were eight adults providing direct care to thirty-three pre-school children who were divided into four rooms as follows:

- **Baby Room:** One staff member cared for five pre-school children aged one to two years.
- **Toddler Room:** Three staff members cared for nine pre-school children aged one year to two years of age.
- **Pre-Montessori Room:** Two staff members cared for five pre-school children aged two to three years.
- **Montessori Room:** Three staff members cared for fourteen pre-school children aged two to three years.

(8)(a)

There were at least two adults on the premises during the inspection and the staff roster indicated that there are at least two adults on the premises at all times.

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:

- (h) details of attendance by each pre-school child on a daily basis;*
- (i) details of staff rosters on a daily basis;*
- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

Compliance Information

(1) A written record was kept in relation to :

- (h) Details of the attendance record of each pre-school child which included their times of arrival and departure.
- (i) Details of the daily staff roster.
- (k) Details of any accident, injury or incident involving a pre-school child attending the service. These records detailed the incident/injury, actions taken by staff and included the signature of two staff members and the child's parents.

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-

- (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

Inspectors observed that staff were attentive to the personal care of the children. The children's nappies were changed routinely and if needed in between. Bibs were provided when eating to protect their clothes from becoming soiled or wet. Their noses, hands and faces were cleaned when they became soiled. Staff used opportunities when assisting with personal care for warm individual engagement with the children.

Staff sat with the children when eating and provided them with help when needed whilst supporting their independence. Drinks of water were offered regularly and were available in each room.

Children were given the opportunity to play outdoors when the weather allowed during the day.

The children attending the Baby room were placed to sleep according to their individual routine or when they displayed signs of tiredness. Children's outer clothing was removed, and blankets were provided. The children who had soothers were offered these.

Children were engaged in activities during the morning and played alone, in pairs and in small groups, while being supervised and guided as needed by the staff present.

Staff demonstrated warmth and affection in their interactions with the children. They addressed them by name, used gentle tones and interacted with them in a positive manner. The staff provided the children with comfort when they became upset -one child who was settling into the service was re-assured by the staff member who included the child in activities/play with her and offered him a soother when upset. Individual written daily diaries were kept throughout the day for children attending the Baby room, to share with parents/guardians to provide for continuation of care. Parents with children attending other rooms were provided with information including photographs using an on-line app.

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

Infection Control:

- The toys and equipment appeared clean and well maintained.
- Cleaning schedules were completed.
- Tables were cleaned in the care rooms before food was served.

Non-Compliance Information

Infection Control:

In the Pre-Montessori room, the inspector observed one staff member changing six children's nappies. The procedure was unsatisfactory in relation to infection control for the following reasons:

- Several children had their nappies changed in succession and the staff member used the same gloves for each nappy change.
- The pedal bin available for the disposal of soiled nappies remained open and was accessible to a child during the period observed. It appeared that the lid for the bin was broken.

- The written procedure on display stated that the staff members gloves would be removed after the child has their clean nappy on and is dressed.

Action submitted by the Registered Provider

Corrective & Preventive Action:

Infection Control:

The staff member has undertaken further training regarding nappy changing, the procedure has been amended and bin has been replaced.

All new staff undertake nappy changing formal training and supervision until competent.

Ensure procedure displayed, bins reviewed and replaced regularly.

Supporting documentation submitted

Infection Control:

Updated Nappy Changing Procedure for the service.

Copy of certificate of training for the staff member regarding nappy changing procedure.

Summary Comment

The actions taken and the evidence submitted by the Registered Provider have been reviewed by the Inspector.

The non-compliance identified on Inspection in relation to Regulation 23 has been addressed.

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.*
- (3) *A record in writing referred to in paragraph (2)(a) shall-*
- (a) *include the nature of the complaint and the manner in which the complaint was dealt with, and*
 - (b) *be open to inspection on the premises by an authorised person.*

Compliance Information

- (1) The complaints policy of the service includes the information pertaining to (a), (b) and (c) above.
- (2) Evidence was available to confirm that the Registered Provider:
- (a) Kept a record in writing of a complaint made to the provider in respect of the pre-school service.
 - (b) The complaint was managed in accordance with the complaints policy of the service.
- (3) A record in writing referred to in paragraph (2)(a):
- (a) included details of the complaint and the manner in which the complaint was dealt with.
 - (b) The record of the complaint was open to inspection on the premises by the Inspector.