

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015WX041
Name of Service:	Discoveryland Creche and Montessori
Address of Service:	14 Newlands, Wexford, Co. Wexford
Eircode:	Y35 C2YK
Name of Registered Provider:	Ailish Lee
Service type:	Full Day, Sessional
Date of Inspection:	10/09/2024
Regulatory compliance meeting:	21/02/2025

No of pre-school children:	AM	42	PM	40
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Address of the Early Years Inspectorate:	Early Years Inspector, Tusla Child and Family Agency, Ely Hospital, Ferrybank, Wexford.
Inspection undertaken by:	C. Ryan L. Mc Garry
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

Discoverylands Creche is a privately operated preschool service which opened in 2000. It offers a full day care service to children aged between 6 months and 6 years of age. The service operates from 7.30am to 6.00pm and is registered to accommodate 46 preschool children at any one time. The service operates from a house in a residential estate in Wexford town. It consists of four preschool rooms: Baby room, Pre-Montessori room, Junior Early Childhood Care and Education (ECCE) room and Senior ECCE room. There is one designated sleep room and sanitary accommodation. Staff facilities and an office are available in an adjacent building. An outdoor garden play area is available to the rear of the property which the children have direct access to.

Staffing

There were eight staff present on the day of inspection including the manager. The manager was the designated person in charge and worked directly with the children in the baby room. The registered provider was present but does not work directly with the children. The staff working with the children held the minimum level 5 and above qualifications in Childcare and Early Childhood Care and Education.

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
- 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.

Regulation 9 (1)(a)(b)(2)(a)(b)(c)(d)(4) Management and Recruitment,
Regulation 10 Polices
Regulation 11(1)(2) Staffing levels,
Regulation 16 (1) (h, l, K) Record in relation to pre-school service,
Regulation 19 (a)Health, Welfare, and Development of the Child,
Regulation 23 Safeguarding Health, Safety, and Welfare of the Child,
Regulation 25 First aid,
Regulation 26 Fire Safety
Regulation 28 Insurance.

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 following receipt of information.

Inspectors identified repeat non-compliance on inspection under regulations 9, 11, 19, 20 and 23. Following two corrective and preventive action responses by the registered provider the Inspectorate was not assured that non-compliant findings had been sufficiently addressed. There were no corrective actions submitted for some findings and insufficient preventive actions identified to prevent further non-compliance.

The Inspectorate requested that the registered provider attend a regulatory compliance meeting to address the outstanding, and repeat, findings of non-compliance and associated governance concerns in the service.

Corrective and preventive actions did not provide adequate assurance to the Inspectorate that all reasonable measures were taken to safeguard the health, safety and welfare of children attending the service under regulations 9 and 19 where there was repeat non-compliance and previous corrective and preventive actions had not achieved sustained compliance.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the children, registered provider, person in charge and staff 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.

(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)(b)

On the day of the inspection the manager was the designated person in charge of the service. There was a named deputy designated person in charge as required.

(2) The staff files for all staff working in the service were reviewed.

(a)(b)

There were validated references for all employees kept in each staff member's file.

(c)
Garda vetting disclosures were available for all staff working in the service. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every 3 years.

(d)
A police vetting disclosure was maintained on file for one staff who had lived outside the state for more than six consecutive months.

(4)
Certificates of qualifications for nine staff members working directly with the preschool children were available on file.

9(7)
One staff member had received training in FAR since the last inspection in May 2024. The inspector saw evidence that two staff had received a refresher on a sample of four of the service's policies.

Non-Compliance Information

(2)(d)
A police vetting disclosure was not available on file for one staff who had lived outside the state for more than six consecutive months.

(4)
There was no evidence to demonstrate that one staff member held a qualification in Early childhood Care and Education at Level 5 on the National Qualifications Framework.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider submitted the following response:

Corrective and Preventive Action

(2)(d)
Police vetting was applied for.
Going forward any new staff will not start until all vetting has been received, overseen by the manager.

(4)
This was applied for through the DCEDY.
Going forward management will ensure that new members of staff have all certificates verified.
The staff member is no longer working in the service.
All qualifications will be verified before the start date overseen by the manager.

Supporting documentation submitted

Letter of resignation.

Summary Comment

The findings of non-compliance could not be rectified as the registered provider reported that the staff member had left their employment. The service has a history of non-compliance with this regulation. A preventative action was not submitted to demonstrate that the service has implemented safer recruitment practices to prevent further non-compliance.

Following the regulatory compliance meeting the registered provider submitted a preventive action to state that going forward any new staff will not start until all vetting has been received and qualifications verified. However, in response to the same findings of non-compliance in 2022 and 2023 the registered provider had stated that they would prevent recurrence of these non-compliances by ensuring these requirements would be in place prior to staff starting work in the service. The actions submitted by the registered provider require assessment in practice on next inspection to determine whether they have achieved sustained compliance.

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 following policies were reviewed as part of this inspection:

- The settling in Policy
- Behaviour Management Policy
- Healthy Eating Policy
- Accident and Incident Policy
- Complaints Policy
- Safe Sleep Policy
- Partnership with Parents Policy

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.

Compliance Information

- (2)
- During the morning:
- Pre Montessori room: There were 6 children in the care of 2 staff. (5 aged between 1-2 years and 1 aged between 2 -3 years).
 - Baby room: there were 10 babies in the care of 3 staff. (2 aged between 0-1 years and 8 aged between 1 and 2 years).
 - ECCE room: There were 12 children in the care of 3 staff. (All aged between 1 and 2 years).
- During the afternoon:
- Pre Montessori room: There were 6 children in the care of 2 staff. (5 aged between 1-2 years and 1 aged between 2 -3 years).
 - Baby room: there were 9 babies in the care of 3 staff. (2 aged between 0-1 years and 7 aged between 1 and 2 years).

Non-Compliance Information

- (1)
- Inspectors observed that there were inadequate staffing levels in the Baby room at points during the day to allow staff to respond to children’s needs promptly and effectively. This is further reported on under regulation 19.
- The registered provider did not ensure there were enough adults to meet the children’s needs at some points throughout the day as demonstrated under 11(2).

(2)

The adult to child ratios were not maintained in the Montessori room two for the duration of the inspection: There were 8 children aged between 2 and 3 years in the care of 1 adult. Based on the ages and number of the children, two staff were required.

In the ECCE room in the afternoon, there were 18 children aged 3-6 years in the care of two staff. Based on the ages and number of the children, 3 staff were required.

The staff roster did not include scheduled breaks for the staff. Staff stated that they do not get regular breaks out of the room and eat their lunches in the playrooms with the children. Minimum adult child ratios would have been further compromised if staff availed of breaks.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider submitted the following response:

Corrective and Preventive Action

The service is in the process of recruiting staff.

There were 3 staff in the baby room on the day.

Two children in the ECCE room have since left the service

The registered provider stated they will make sure they stick to ratios.

Supporting documentation submitted

The staff roster.

Summary Comment

The registered provider's response was accepted. The corrective actions will be reviewed on next inspection.

Part IV – Information and Records

Regulation 15 – Record of a 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.

Compliance Information

A sample of 10 children's enrolment forms completed by the parents were reviewed as part of the inspection process and were found to contain all the information required under parts (a) – (i) of this regulation.

Non-Compliance Information

(1)
There were two enrolment forms not available for two children who had commenced in the service. These records should contain key information needed to care for children including details of consent for medical treatment, authorisation to collect children and details of children's medical and support needs. The absence of this information may present risks to the safe care of children.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider submitted the following response after the regulatory compliance meeting:

Corrective and Preventive Action

The forms in question were received the next working day.
Overseen by the Manager forms will be given out on application and handed back before the start date.

Supporting documentation submitted

none

Summary Comment

The actions submitted following the regulatory compliance meeting are adequate to address the non-compliance and will be reviewed in practice on next inspection.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare and development of child

(1) A registered provider shall, in providing a pre-school service, ensure that-

(a) each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child, and

(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

Nappy changing was attended to regularly throughout the day and staff were observed to provide supervision and help to children who needed help with toileting.

Non-Compliance Information

1.
The service did not demonstrate that staff were adequately resourced and informed to care for children with specific identified needs, for example:

- A child who required additional supports did not have their needs met on the day inspection. The inspectors observed minimal interaction between the child and staff as the child was not distressed or crying. The child was observed sitting without supervision at mealtime in a highchair and was not given any assistance with feeding or encouragement to develop self-feeding skills.

2.
The inspectors observed practices that were unsuitable and posed risks with regard to food and drinks as demonstrated by the following observations:

- Children over the age of two years were observed lying down drinking bottles of milk before sleeping. This presented a risk of aspiration and health impacts such as dental decay.

- Engagement with children in highchairs was inadequate as staff were not observed to sit at the child's height during feeding. Engagement with children while they eat provides opportunities to develop social and feeding skills.

3.

Food provision observed on the day was not in line with the service policy. For example:

- One child was observed to have mashed potatoes with a powdered soup packet for their main hot meal and a pack of instant noodles for their afternoon snack. These foods contained high salt content. Foods with a high salt content are unsuitable for young children.
- Another two children had plain rice for their hot meal and a chopped plum for their afternoon snack meaning they did not eat a balanced meal during their time in the service.
- The inspectors observed that a large number of children were drinking juice drinks including a child in the baby room drinking juice from a bottle which is contraindicated for good oral hygiene.

4.

The inspectors were not assured that all children were provided with the opportunity to get outside. The weather was dry and sunny. Children from the baby room were not brought outside on the day of inspection.

Supporting relationships:

5.

The inspectors were not assured that the settling in policy was being adhered to in practice. The policy outlined that the service offers a phased/staggered settling in period. This policy is in place to allow children to feel comfortable in the service before being left for long periods of time. However, staff who spoke to the inspector in the baby room said many of the children did not have a phased settling in period to allow them to be comfortable in the service.

6.

Parents were not provided with accurate information regarding their child's day. For example: A staff member was observed by the inspector when giving feedback to the mother at collection time. The staff member stated that the child was a little unsettled but had a good day. This account was contrary to what the inspector observed. The child was observed to be upset for long periods of time from the arrival of the inspector and throughout the morning and was difficult to settle in the absence of one-to-one attention which they required for the majority of time they were in the service.

7.

The inspectors were concerned that the individual needs of the babies were not sufficiently met; for example:

- A young child in the baby room was upset and crying. The child was observed crying for long periods of time between 10.50 to 12.20, while at times sitting on the floor alone. The child did settle when there was a staff member available to comfort them.
- The inspectors heard persistent crying in the baby room. For example, the noise level was such that inspectors noted it was difficult for the staff to speak and respond to each other in the room when answering questions in relation to the care of the babies due to persistent crying.

8.

There were periods during the day where there were insufficient staff in two rooms of the service to respond to the needs of the children; for example:

- On arrival to the service at 10.30 am the inspectors observed a child aged between 1 and 2 in the baby room. The child was upset and crying. Staff were observed struggling to meet the needs of the child and provide comfort as there were 2 children under 1 years and 8 children aged between 1 and 2 years in the room at that time in the care of 2 staff. The inspector observed that between 10.30 am and 11.40 am the child remained upset and crying. The child settled for short periods when a staff member was available to pick the child up to comfort them on their own. The inspector noted staff members on the floor attempting to comfort up to three children at once who were upset on the morning of the inspection.
- A staff member was heard telling children to “sit down” on several occasions. Inspectors heard children being told to “stand at the wall”. The inspector observed that this was an effort to manage the children while left alone in the room. It is acknowledged that the staff member supportively engaged with the children when there were adequate staff members.

9.

The needs of a child were not adequately met within the service. At 11.40 am the inspector asked a staff member to contact the child’s mother to collect the child as they were inconsolable. The staff member said to the inspector “they are not really upset there are no tears”. The inspector again asked the staff member to contact the mother to inform her of her child’s upset. At 12.45 pm the mother arrived to collect the child who was upset. The child immediately latched on to the mother, breast fed and settled. The inspector asked the staff in the baby room if they were aware the child was still breast feeding. Staff said they were aware but did not associate the child’s upset and distress with being separated from their mother when they were still breast feeding.

10.

There was insufficient information given to staff to plan for the children’s care. for example:

- A child arrived in the service during the morning and was brought to the baby room. The staff were not expecting this child as he normally does not attend on that day.
- Inspectors were not assured that staff were clear on how children were transitioned within the service. On the day of inspection two children were moved from one room to another and staff when asked were unclear of the plan in place to transition from room. Staff could not demonstrate how the transitions plans were communicated with parents. Phased transitioning allows children to settle and feel secure in their new surroundings.

Physical and material environment:

11.

The playrooms were limited in materials and resources, which did not provide opportunities for imaginative child-led play. Interest areas were sparsely resourced, with no invitations to play set up for children. The play on the day was predominately adult led, with staff taking out the toys and equipment to direct tabletop activities. For example:

- Chairs were stacked and tables pushed back blocking access to shelves and toys in the pre-Montessori room.
- The kitchen in the Montessori room 2 was bare, with no resources.
- There were not freely available sensory or messy play materials such as sand, water, paint and playdough in any of the rooms.
- In the baby room there was limited play and stimulation provided as the staff were predominately engaged in meeting the basic needs of the children on the day.
- There was no low-level table or children’s chairs suitable for babies to eat at or engage in activities off the floor.

The provision of an adequate material and physical environments for the care, learning and stimulation of the children attending the service has been non-compliant on previous inspections and remains unmet.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider submitted the following response to address the non-compliances:

Corrective and Preventive Action

1. Discoveryland will engage with the advise of an Occupational Therapist to ensure that the approach Discoveryland is taking given the requirements of the child are in accordance with best practice and research.
2. A high stool has been placed in the Baby room.

The team spoke to the parents of the children and asked that they send in an age- appropriate cup for the children and the milk is given at lunchtime before bed.

Parents will be told at initial startup conversation about the drinks policy.

Also, in house training will be carried out on this regulation

3. Discoveryland has again provided all parents with a copy of the “Healthy Eating Policy” and asked that all parents endeavour to adhere to it. Parents are routinely reminded of this policy and spoken to where parents routinely fail to adhere to Discoveryland’s policy.

Failing this Discoveryland may consider the need to make Tusla referrals where parents persistently fail to provide their child(ren) with a balanced diet that aligns with Discoveryland Healthy Eating Policy.

4. Manager has been making sure all rooms take up their slotted time outside. Manager will continue to monitor this activity daily.

5. The service has a settling in period of two week with staggered times depending how the child is settling in. If longer is required staff will assess this and speak to the parents. Manager and room leader will assess how the child is settling in and engage with the parents.

In house training will be carried out in this regulation

6. Staff have been spoken [with] about the importance of the information given to the parents that it is accurate. Staff also hand out written information about the children’s day. Manager will monitor this on an ongoing basis.

Also in house training will be carried out on this regulation.

7. Staff take the time to settle the best they can. Manager has spoken to the staff about taking the time to settle the children. Management will ensure all staff are confident in settling a child.

8. Management again have spoken to the staff about the importance of settling children. Room leader will assess the child and if it is not settling over a long period of time will ring the parents.

Staff have been spoken to about how you speak to a child.

Manager and room leader will assess how the child is settling, if they think the child needs a longer settling in time they will speak to the parents

9. Staff will find out if the child is still being breast fed and discuss options with the parents. On enrolment staff will discuss in detail the how the child is fed.

10. Staff were made aware of the days each child comes in on. No child can arrive unless it is booked in. The team transition the children according to the child in question. Room leaders will be made aware of the days a child will be doing before it will start in creche.

11. Resources are now in the kitchen. Sand and water will be outside, playdough is made when needed, paint is in all rooms.

Staff engage in song time and stimulative play daily.

A low-level table and chairs have been provided for the older children to eat on. Going forward the manager and room leaders will liaise as to what is needed in the room.

Supporting documentation submitted

Staff appraisal records.

Summary Comment

1, 2, 4 – 10: The responses submitted have been accepted and will be reviewed on next inspection.

3. Similar corrective and preventive actions were submitted by the registered provider following inspection on 17 April 2024 in response to findings of non-compliance regarding nutrition. Previous non-compliance with food and nutrition was also identified under regulation 19 in 2022 and 2023. The Inspectorate is not assured that the actions proposed will achieve compliance. The preventive action submitted is not appropriate to address the findings.

11. Findings of non-compliance were identified with indoor environments in 2020, 2021, 2023 and with the outdoor environment in April 2024. Similar corrective and preventive actions were submitted following these inspections. These actions did not achieve sustained compliance.

As a result, the Inspectorate will need to assess these actions in practice to determine whether compliance has been achieved and sustained on next inspection.

Part V - Care of Child in Pre-school Service

Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

(b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

Compliance Information

(1)(b)

The designated sleep room was located adjacent to the baby room and contained five small space saving cots and one evacuation cot. Individual bed linen for each child was available. The service had a safe sleep policy.

Non-Compliance Information

1. There were inadequate sleep and rest facilities for children in the ECCE room who required sleep and or rest during the day. All children on the day were attending for full day care. Children were seen sitting together in a corner of the room on the floor with some floor mats after lunch with a staff member trying to encourage them to rest. A number of children were visibly tired, suitable and adequate sleep or rest facilities were not readily available to facilitate sleep. Later in the afternoon, inspectors observed a child visibly tired and falling asleep at the table during snack time. The inspector prompted the staff to put this child in a safe place as there was a risk the child would fall off the chair. The child was subsequently placed on a mat in the middle of the playroom.
2. There were no rest/cosy areas in any of the preschool rooms.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider submitted the following response:

Corrective and Preventive Action:

- (1) In the ECCE room there is a cozy corner, there is a sign on the wall stating that it is the cozy corner. There are sleep mattresses and cushions there which are sometimes kept folded up on top of the bookcase whilst the cozy corner is being used for either circle time, meditation/yoga, quiet play area.
- (2) There is a cozy corner in all the rooms.

Supporting documentation submitted

Photographs of cosy corners in all the rooms.

Summary Comment

The corrective actions submitted have been accepted and will reviewed in practice on the next inspection.

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 entrance to the premises was secured. Visitors to the service were required to sign the visitors book on arrival to the premises. Accident and incident reports reviewed were maintained in line with the service policy.

Infection Control:

There was warm water, liquid hand soap and hand towels available in the toilets.

Safe Sleep:

There was documented evidence in the service, that the sleeping babies and children's colour, position and breathing were observed to be physically checked and recorded every 10 minutes as per safe sleep guidelines. The staff were observed by the inspector to observe and record the sleeping children's colour, breathing and position every 10 minutes. Staff remained in the room with children who slept on sleep mattresses during the day.

Non-Compliance Information

General Safety:

1. There was no toilet seat cover on one of the toilets in the main bathroom. The two metal screws used to attach the toilet seat were left exposed which posed as a risk of grazing or lacerations to the children. The registered provider submitted evidence that a toilet seat was purchased following the last inspection, however, the toilet remains without a seat.
2. Trip hazards were observed in the outdoor all weather soft floor covering, with holes and uneven surfaces observed on the previous inspection. The corrective action submitted by the registered provider stated that they had filled the holes and would monitor the situation. This has not been implemented.

Infection Control:

3. Sleep beds used in the Montessori room 2 were not adequately spaced apart to limit cross infection and allow access for supervision by staff.
4. The inspectors were not assured in discussion with staff that there was an effective system in place to ensure that soothers were washed and sterilised. There was no soother sterilising procedure available to guide staff.
5. The children in the baby room did not have their hands washed before eating and staff were observed picking them up from the ground and placing in highchairs to eat.
6. The toilet in the ECCE room was visibly dirty demonstrating that adequate cleaning of the bathroom was not taking place.
7. The windows in the baby room showed evidence of black mould and cobwebs demonstrating that adequate cleaning was not carried out.
8. The high windows in the baby room were not easily accessible for the staff to open to provide ventilation during colder days when it is not suitable to open the bifold doors for ventilation.
9. Food was placed directly onto the trays of the highchairs which were not cleaned beforehand.
10. The area behind the toilet in the senior ECCE room was dirty with a build-up of brown residue.

Action submitted by the Registered Provider

The registered provider submitted the following response:

Corrective & Preventive Action:

1. The toilet seat has been replaced again.
2. The service walked the garden and found one small hole beside the garden fence which has again been filled. The team find that uneven surfaces actually help to further develop children's balance and coordination as a part of risky play.
3. The team held a staff meeting and discussed how to better arrange the sleep beds to create more space to limit cross infection and found a more suitable way to arrange the beds.

4. The staff in the baby room are following instructions on sterilising soothers. They are washed in hot water and placed in a bowl and put in the microwave. We have printed out the instructions and put them up on the wall in the baby room.
5. Staff have been spoken to about making sure all the babies must have their hands before and after eating, and upon coming in from outdoor play. Manager will check in on the room making sure this is applied constantly.
6. The service clean the toilets regularly throughout the day and after each child's use.
7. The window that the inspector is talking about is more than 12ft off the ground and nowhere near the babies. However, it has been cleaned thoroughly and will be going forward.
8. The two windows are left constantly on the latch.
9. High chairs are wiped down after every child is finished before the next child sits up. Management have spoke to all staff reminding them of the hygiene standards. In house training will be carried out on this regulation.
10. The brown residue behind the ECCE toilet was some of the grout from the tiles that had been done in recent weeks.

Supporting documentation submitted

Receipt for toilet seat

Summary Comment

The actions submitted have been accepted as appropriate to address the findings and will be reviewed in practice on next inspection.

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 staff trained in FAR and first aid for children available to the children attending the preschool service.

(2)(a)(b)

There was a suitably equipped first aid box stored in an easily accessible position and was available for use.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

An insurance certificate was available to demonstrate that insurance was in place.

Part VII - Premises and Space Requirements

Regulation 30 - Minimum space requirements

(1) Subject to paragraphs (2) to (6), a registered provider shall ensure that adequate clear floor space is available in the premises for the work, play and movement of children attending the pre-school service.

(2) A registered provider of a full day care service or a part-time day care service shall ensure that the minimum amount of clear floor space specified in column (3) of Schedule 7 opposite a particular reference number specified in column (1) of that Schedule in respect of the age range of children specified in column (2) thereof at that reference number is available for each child in that age range attending the service.

Compliance Information

(1)(2)

The baby room measures 32.37 m² and had space for the 10 children attending on the day.

The pre-Montessori room measures 22.25 m² and had space for the 6 children attending on the day.

The Montessori room 2 measures 19.8 m² and had space for 8 children attending on the day.

Non-Compliance Information

(2)

There was insufficient space available in the ECCE room for the number of children attending on the day. In the afternoon there were 18 children, the room had space for a maximum of 13 children attending for full day care.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider submitted the following response:

Corrective and Preventive Action

The registered provider has stated that they have since adhered to this regulation with the reduction of the number of children in the room. At the regulatory compliance meeting the registered provider stated that there are currently 13 children attending that room.

Summary Comment

The response submitted by the registered provider has addressed the findings of non-compliance.

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.

Compliance Information

(1)(a)(b)(c)(2)(a)(b)

The service had a complaints policy. Records of complaints within the service were reviewed and in line with the service policy. Documentation was made available for inspection and detailed communication with parents.