

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2016CC035
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Name of Service:	Tinga Tinga Childcare
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Address of Service:	Midleton Community Centre, Bailick Road, Riverside Estate, Midleton, Co. Cork
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Eircode:	P25 NA72
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Name of Registered Provider:	Manuela Tortora
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Service type:	Full Day, Part Time, Sessional
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Dates of Inspection:	02/04/2024
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Date 2 of Inspection:	03/04/2024
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No of pre-school children:	AM	33	PM	22
Day 2	AM	24	PM	n/a

Address of the Early Years Inspectorate:	Early Years Inspectorate Administration Building St Mary's Health Campus Gurranabraher Cork
Inspection undertaken by:	M O' Reilly
Title:	Early Years Inspector

Authority to Inspect

The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).

Conditions if applicable

N/A

Description of service

Tinga Tinga Childcare is a privately owned full day care service, that also provides part time and sessional care. It is registered to accommodate 100 children aged 2 to 6 years and for children attending the Early Childhood Care and Education scheme (ECCE) Daily opening hours are from 7.30am to 6.00pm each day Monday to Friday. The service also provides a school aged care service.

The service is situated in a converted two-storey premise which had previously been a primary school. A community centre also operates from one part of the ground floor in the building. The premise is located in a residential area in Midleton town in county Cork. The early years and school aged care service operate from the remaining side of the ground floor and all the first floor in the building. The early years service uses 5 of the 6 care rooms in the morning and in the afternoon 3 of the 6 rooms cater for early years children and 3 cater for school aged care service

The inspection took place during the Easter holidays, 3 of the 6 rooms were in use for the early years children in the morning and 2 rooms in the afternoon. The Twiga, Tembo and Yellow rooms and the Yellow room was not in operation in the afternoon. The Green and the Blue rooms were catering for school aged children during the holiday period. The service has 2 designated secured outdoor areas that are located to the front of the premise.

Staffing

There are 23 adults in employment at the service, of whom 15 work directly with the early years children and hold a relevant award in Early Childhood Care and Education. This includes the adults employed under the Access and Inclusion Model (AIM) Support Scheme. The registered provider provides relief cover in this service and in the sister company located in the same town. The service has a person assigned to kitchen duties, one administration staff member and six school age staff members are not involved in the care of the early years children.

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.

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

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

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

Acknowledgments

The inspector wishes to acknowledge the cooperation of the registered provider/person in charge, deputy administrator, staff and children who were present on both 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

(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) The service had a person in charge and a named deputy person in charge.
 - (b) Twenty minutes following the inspector's arrival to the premise on the first day of the inspection the person in charge and the deputy arrived at the premises and remained on duty until the end of the inspection.

The person in charge and the deputy were present on the inspector's arrival on the second day and the deputy was present for all the inspection and the person in charge remained on duty for most of the second day of the inspection but had to leave at lunch time to relieve staff for lunch time breaks in the sister service located in the same town.

(2) Twenty-three staff files were reviewed. This included the 15 childcare staff including the registered provider, one administration staff member, one adult assigned to the kitchen and the six staff who worked with the school aged children only.

(a) There were 26 written and validated references on file from past employers.

(b) There were 19 written references available from sources other than previous employers.

(c) Garda vetting disclosures had been obtained for 23 staff. However, the service did not adhere to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years. Please refer to the information outlined under regulation 23 of this report.

(d) Police vetting was available in respect of 15 of the 17 adults that had lived outside the jurisdiction for a period of more than 6 consecutive months. It was noted that a separate record of the police vetting translated into English was also maintained on file, where relevant and attached to the original documents.

(4)
A copy of a childcare qualification, as listed on the National Framework of Qualifications or letters from the Minister, were available on file in respect of the 15 adults that worked directly with the early years children. It was also noted that six adults attached to the service worked only with school age children and therefore, childcare qualifications for these adults were not required.

Non-Compliance Information

(1)(b) When the Inspector arrived at the service on the first day of the inspection, the person in charge nor the deputy were on site. It is acknowledged that both the registered provider and the deputy arrived at the premise 20 minutes after the inspection commenced.

(2)

(a)(b) One written and validated reference was unavailable in respect of one of the adults.

(d) Two Police vetting records were not available for review in respect of one adult that had lived outside the jurisdiction for a period of more than six consecutive months.

Corrective & Preventive Action submitted by the Registered Provider

In the written response, the following was stated by the registered provider:

Corrective and Preventive Action

- (1)(b) Going forward, the duty manager will ensure that all staff will know, when she is out of the building and who the deputy is in charge of the service in her absence.
- (2)(a)(b) The validated reference forwarded to the Inspectorate was reviewed and deemed satisfactory.
- (d) The registered provider has submitted evidence that one police vetting record has been obtained but was informed it will take 8 to 10 weeks to receive the second completed police vetting record.

Supporting documentation submitted

- (1)(b) Written response from the registered provider was submitted as evidence.
- (2)
- (a)(b) One reference and corresponding validation of reference were submitted to the Early Years Inspectorate and deemed satisfactory.
- (d)
- (2)
- (d) A completed copy of one of the required police vetting records was submitted and deemed satisfactory. The paper trail with regard to applying for the second police clearance record was forwarded to the Inspectorate

Summary Comment

Correspondence and records received were examined and deemed to partially meet the requirement of Regulation 9 (1)(b), (2) (a)(b), (d) regarding the completion of one police vetting record of the Child Care Act 1991 (Early Years Services) Regulations 2016.

- (2)(d) One completed police vetting record remains outstanding and will be reviewed on the next inspection.

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

(1) During the period of inspection, there was an adequate number of adults working directly with the children in attendance.

(2) Taking into consideration the age range of the children present in the service and the duration of their stay, the adult to child ratios were maintained in line with the required ratios, as follows:

First day of inspection

Morning:

Room Name and Age Range of Children	Number of Children Present	Number of Adults Present
Twiga Room (2 – 3 years)	12 children (attending part time or full day care)	3 (It was observed that a staff member catering for the school aged care children that had a childcare qualification relieved the staff at break time)
Tembo Room (4 – 5 years)	13 children	2

	(Attending part time or full day care)	(It was observed that a staff member catering for the school aged care children that had a childcare qualification relieved the staff at break time)
Yellow Room (3 to 4 years)	8 children (attending part time or full day care)	2 This room was not in operation in the afternoon on both inspection days and the 3 children attending FDC were transferred to the Twiga Room at 2pm
Green Room	13 School aged children	2
Blue Room	14 School aged children	2
Red Room	Not in operation on both days of the inspection school aged children only	n/a

Afternoon:

Twiga Room (2 – 4 years)	15 children Attending full day care	3
Tembo Room (4 – 5 years)	8 children attending full day care	3
Yellow Room and Red Room	Not in operation	n/a
Green Room	14 School aged children	2
Blue Room	15 School aged children	2

Second Day

Morning:

Room Name and Age Range of Children	Number of Children Present	Number of Adults Present
Twiga Room (2 – 3 years)	12 attending part time or full care,	3
Yellow Room (3 – 4 years)	8 attending part time or full day care	2
Tembo Room (4 to 5 years)	13 attending part time or full day care	2
Green Room	13 School aged children	2
Blue Room	17 School aged children	2

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.*

Compliance Information

(1)(a) to (i)

A sample of 25 of the children's registration forms. were reviewed and found to contain all of the elements of information as required by Regulation 15 (a) to (g) and (i)

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:

- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

Compliance Information

(k) A sample of 10 accident and incident records were reviewed, and it was found that details of any accident, injury or incidents in the service were all recorded individually under the child's name in the service electronic application device. Some of the playrooms were also recording the incident/ accident in an accident and incident book as well. A duplicate copy of the accident/incident was given to the parent following the staff and parent signing the record at pick up time.

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

Compliance Information

BASIC NEEDS:

- The children appeared to enjoy the food offered and were afforded ample time to eat and drink at a relaxed pace. Staff members were readily available to provide assistance and reminders at this time and ensured that suitable crockery and cutlery were available for the children.
- Children's toileting and hygiene needs were promptly and sensitively attended to. Self-toileting by the older children was encouraged. Children in nappies were attended to regularly. It was observed that hand washing by the children was supported and encouraged prior to eating, post toileting and outdoor play.
- Shortly after eating lunch, the children in the Twiga room were facilitated to sleep as needed, during a scheduled rest period. Children who did not wish to sleep were accommodated to participate in quieter activities, as was observed in the Twiga room when the children were looking at an age-appropriate program on a wall mounted TV. The volume of the TV was low, and the atmosphere was relaxed for this quiet period.
- There was adequate space in the care rooms to accommodate a variety of play activities. Children had sufficient space to move about freely indoors and outdoors. Transitions were made as smooth as possible when children moved from their room to the outdoor play area whereby, they had access to play equipment and play materials. The children in all the rooms were observed playing outdoors morning and evening on the first day and during the morning of the second day of the inspection. The children were appropriately dressed in wellies, all weather pants, coats, and hats while playing outdoors.

SUPPORTING RELATIONSHIPS AROUND CHILDREN:

- A mixture of adult led play and child directed play was facilitated throughout the day in each room and during outdoor play.
- The adults were observed to demonstrate patience and kindness in their interactions with the children, as was noted when the children's efforts were readily acknowledged and when children were calmly assisted to resolve minor conflicts.

- An online application was predominantly used to share information with parents regarding their children’s activities of daily living. Phone calls, a messaging application and informal face to face discussion at arrival and collection times, were also incorporated.

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

- All food and snacks consumed on the premise is provided by the service. An approved company provided the main meal to the service which was reheated on site. The food was served to the children by the adults in the service.
- It was observed that the children were offered slices of freshly cut whole orange, raisins, and a half a croissant and water to drink as the mid-morning snack. They were served pasta in a tomato sauce with meat balls with water to drink at the lunch meal. In the afternoon the children were offered ham and cheese sandwiches with water to drink. Second day the children received a freshly baked scone with grapes for the mid-morning snack and had fish fingers, potato croquet and carrots for the lunch time meal on the second day with water to drink. It was observed that all the children in attendance at lunch time in the Twiga and Tembo rooms received the hot meal provided at lunch time.
- The children were provided with appropriate cutlery and crockery at snack and mealtimes.
- Drinking water was accessible to the children within the care rooms outside of allocated mealtimes.
- Advised the registered provider to introduce an alternate healthy drink to water example milk to the children at lunch or mealtimes and she agreed to introduce following 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:

- Upon the inspectors' arrival at the service, the main entrance door was found to have been secured and was maintained secure when not in use.
- Cleaning agents were stored on high-level shelving and presses with child proof locks, out of the children's reach.
- First aid boxes were appropriately stored and inaccessible to children.
- Water temperatures at the wash hand basins were thermostatically controlled, so as not to exceed 43°C. The water temperature recordings were between 30°C and 35°C in each of the wash hand basins in the children's toilets and nappy changing areas.
- Restrictive opening devices were in place on the low-level cupboards in the Twiga and Tembo rooms.

Infection Control:

- Suitable handwashing facilities were available across the care rooms. Warm water, liquid soap and paper towels were in place. Supervised handwashing by the children was observed before lunch and before the afternoon snack in the Twiga room and Tembo Room and after outdoor play.
- It was observed that tabletops were cleaned before and after snack and meal times.

Safe Sleep:

- The child's rest needs were met during a planned sleeping period when stacking beds were set up in the Twiga room. There were a sufficient number of stacking beds available with designated suitable bed linen for each child over 2 years who wanted a sleep while attending the service. There was an adequate distance between each stacking bed. The temperature of the room where the children were observed sleeping was within the normal range 18°C and 19°C. Physical checks were being recorded every 10 minutes on the sleeping children.

Non-Compliance Information

General Safety:

- (1) Garda vetting was available for four staff members. However, these vetting disclosures were not dated within the previous three years in adherence to the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting.
- (2) Protruding sharp rocks were visible in the sloped grassy area of the outdoor play area that had the potential risk of causing injury to a child when playing outdoors.
- (3) There were holes from the children digging in the ground/grass outdoor play surface, where the children may not see the irregular surface on time when running around that had the potential to cause injury to a child when playing outdoors.
- (4) The ground under and around the timber climbing frame especially around the immediate area of the attached walking wall and slide were bare and had the potential risk of causing injury to a child if they fell while playing outdoors. It is acknowledged there was one all-weather mat located at the foot of the slide.

Action submitted by the Registered Provider

In the written response, the following was stated by the registered provider:

Corrective & Preventive Action

General Safety:

1. Each of the four staff have renewed their Garda Vetting record. Going forward the service will adhere to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.
2. The protruding sharp rocks visible in the sloped grassy area of the outdoor play area have now been covered.
3. The irregular ground surface areas due to the children digging into the earthy surface have been covered providing a smooth surface area for the children to play.
4. Rubber mats have been purchased and placed on the ground under and around the timber climbing frame and around the immediate area of the walking wall and slide. The registered provider has stated that the ground surface of the outdoor play areas will be included in the risk assessment that staff will complete prior to outdoor play on a daily basis.

Supporting documentation submitted

General Safety:

1. A copy of each of the required Gard Vetting records was submitted to the Early Years Inspectorate and deemed satisfactory.
2. Photographic evidence of the covered rocks was submitted and deemed satisfactory.
3. Photographic evidence of the covered holes on the surface of the outdoor play area were submitted and deemed satisfactory.
4. Photographic evidence of the new rubber mats purchased and in place around the climbing frame, walking wall and slide were submitted and deemed satisfactory

Summary Comment

Correspondence and records received were examined and deemed to meet the requirement of Regulation 23 General Safety 1. 2. 3. 4.

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)
A staff member with a certified up to date first aid responder training certificate (FAR) was on site until 2pm on the first day and a staff member with a certified up to date first aid responder training certificate was on site on the second day of the inspection.
- (2) (a) There were sufficiently stocked first aid boxes available in the service, which was safety stored out of reach of children.
- (b) At all times when the service was in operation, first aid supplies were accessible to adults if in the event that a child may require treatment.

Non-Compliance Information

(1)
None of the staff on duty in the service on the afternoon (2 to 6pm) of the first day of the inspection had a certified up to date first aid responder training certificate (FAR). It is acknowledged that there was staff on duty at this time with a certified paediatric first aid certificate.

Corrective & Preventive Action submitted by the Registered Provider

In the written response, the following was stated by the registered provider:

Corrective and Preventive Action

The registered provider stated that at all times while the service is in operation, one of the staff that have a certified up to date first aid responder training certificate (FAR) will be on duty. Plan on encouraging more staff to do the (FAR) training.

Supporting documentation submitted

The statement from the registered provider is accepted as evidence.

Summary Comment

Correspondence and records received were examined and deemed to meet the requirement of Regulation 25(1) of the Child Care Act 1991 (Early Years Services) Regulations 2016.

Part VI - Safety

Regulation 26 - Fire safety measures

(1) A registered provider shall ensure that a record in writing is kept of-

- (a) any fire drill that takes place in the premises, and
- (b) the number, type and maintenance record of firefighting equipment and smoke alarms in the premises.

(4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.

Compliance Information

(1)
(a) A record of monthly fire drills carried out was available and indicated that the last fire drill took place from each of the rooms in March 2024

(b) A record of the number, type and maintenance record of firefighting equipment and the emergency fire alarm system was maintained. It was recorded that the fire equipment was last tested and serviced on the 15/11/2023.

It was recorded that the emergency fire alarm system was last tested and serviced on the 04/09/2023.

(4) The fire evacuation procedure for the service which contained details in relation to the procedure to be followed in the event of a fire was displayed in the service.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

- The service's insurance certificate was available on file and demonstrated that the service was adequately insured. The information provided on the insurance certificate included details of the maximum number of children covered to attend the premises, which was 150. The start date stated on the insurance certificate was 28th March 2024 and the end date was 27th March 2025. The records detailed the category of service covered which was full day care, the name and address of the premises and details regarding public liability cover, fire, theft, buildings, and outings cover. There was a separate letter attached to the insurance certificate stating that the school aged children attending the service came under the umbrella of Full day Care.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

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

- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*

Compliance Information

(c) Openable windows in the care rooms allowed for a supply of fresh air. Sanitary areas were ventilated naturally through openable windows or by means of mechanical ventilation.

(d) The care rooms and children's toilets and nappy changing facility inspected were visibly clean and well maintained.

Non-Compliance Information

(d)

1. The refuse bins for the disposal of used paper towels in the two children's toilets on the first floor were found in poor repair on the first day of the inspection.
2. On the first day of the inspection the toilet seat in the Twiga room toilet facility was not adequately secured and required repair.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. When the Inspector reviewed the refuse bins on the second day of the inspection, the bins in poor repair were removed and replaced with newly purchased lidded pedal operated bins in both the children's toilets on the first floor. Corrected at time of inspection.
2. When the Inspector reviewed the toilet seat on the child size toilet in the Twiga Room on the second day of the inspection it was fixed in position on the toilet seat and no longer loose. Corrected at time of inspection.

Supporting documentation submitted

1. N/A As the issue was addressed at time of inspection.
2. N/A As the issue was addressed at time of inspection.

Summary Comment

1. Issue identified and corrected at time of inspection.
2. Issue identified and corrected at time of inspection.