

Early Years Inspectorate Regulatory Report

Pre School

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| 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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| Date of Inspection: | 01/06/2023 |
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|-----------------------------------|----|----|----|----|
| No of pre-school children: | AM | 31 | PM | 81 |
|-----------------------------------|----|----|----|----|

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| Address of the Early Years Inspectorate: | Early Years Inspectorate Administration Building St Mary's Health Campus Gurranabraher Cork T23X440 |
| Inspection undertaken by: | V. McCarthy and D. Prendergast |
| 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).

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| Conditions if applicable | Not Applicable |
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Description of service

Tinga Tinga Childcare is a privately owned full day care early years service that provides care to children aged between 2 and 6 years. A service for school aged care children is also provided at the premise. The opening hours are between 7.30am to 6pm. 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 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 premise is located in a residential area in Midleton town in county Cork. The early years service uses 5 of the 6 care rooms. The sixth care room is used solely as a breakfast room. During the inspection, 2 rooms were in use for the early years children. The service has 2 designated secured outdoor areas that are located to the front of the premise.

Staffing

There was a total of 24 staff attached to the service including 16 staff that work with the early years children, 7 adults that only work with the school going children and 1 adult who was kitchen based. On the afternoon of the inspection, there were 16 adults present on the premise of which 6 adults were working directly with the 31 early years children, 8 adults were with 57 school going children, 1 adult was based in the kitchen and the registered provider was office based. During the inspection, it was noted that the staff working directly with the early years children all held a major award in 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
- 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 inspections 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.

Additional Information

This inspection was triggered by information received by the National Early Years Feedback and Concerns Department.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, 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*

(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 named person in charge and a named person that could deputise as required.

(b) The registered provider was the named person in charge and was office based at the premise when the inspectors arrived to carry out the unannounced inspection.

(4)

The registered provider informed the inspectors that there was a total of 16 adults attached to the service that worked directly with the early years' children. A copy of a childcare qualification as listed on the National Qualifications Framework was available on file in respect of 14 of these 16 adults. A letter of qualification recognition obtained from the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) was available on file in respect of each of the two remaining adults. It was found on inspection that each of the 16 adults had an award in Early childhood Care and Education or a qualification deemed by the Minister to be equivalent.

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 assessed by the inspectors during the inspection and it was found that they met the requirements:

- The policy on outdoor play
- The complaints 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

(1)

The registered provider ensured that there were an adequate number of adults always working directly with the children.

(2) On the afternoon of the inspection there were six adults working across two care rooms with 31 early years. Additionally, there were 57 school going children with 8 adults, the registered provider who was office based and there was 1 adult whose sole responsibility was kitchen duties.

- The Twigga room – there were 14 early years children aged between 2 and 3 years with 3 adults in attendance.
- The Tembo room – there were 17 early years children aged over 3 years with 3 adults in attendance.
- The Yellow room – there were 11 school age children with 1 adult in attendance. This room had catered for 14 early years children with 2 qualified adults in attendance during the morning.
- The Blue room – there were 16 school aged children with 2 adults in attendance. This room had catered for 15 early years children with 2 qualified adults in attendance during the morning.
- The Green room – there were 13 school age children with 2 adults in attendance. This room had catered for 16 early years children with 3 qualified adults in attendance during the morning.
- The Red room – there were 17 school age children with 3 adults in attendance.

During the period of inspection, the ratio of staff to early years children was maintained as required by the regulations.

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:

(i) details of staff rosters on a daily basis;

Non-Compliance Information

(1)(i) Daily or weekly staff roster records in respect of each staff member were not available on file for the inspectors to review which was contrary to the requirements as per the childcare regulations. The registered provider informed the inspectors that the roster was the same each week and that she had not maintained records regarding the start time, finish time or break cover in respect of the staff members.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(i) The registered provider stated in her corrective action and preventive action (CAPA) form dated 16 June 2023 that staff roster records will be maintained at the service in future.

Supporting documentation submitted

(1)(i) A copy of the staff roster for the week of 05 June 2023 was submitted to the inspectorate for review on 16 June 2023.

Summary Comment

The documentation submitted by the registered provider relating to the non-compliance was reviewed and deemed to meet the regulatory requirements

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

(1)(a)

PHYSICAL AND MATERIAL ENVIRONMENT

There were two secured outdoor play areas positioned to the front of the premises for use by early years children. The ground surface of the smaller outdoor play area was mainly covered with an artificial grass surface and some timber bark mulch. The area was provided with an overhead covering to shade the younger children from the strong sunshine. In this area, the children were provided with a choice of activities such as a selection of push toys, kitchen units, sand containers and seating areas. The second and larger secured outdoor area was used mainly by the older early years children who engaged in free play and had access to a sloped grass covered area, a level ground area covered with all-weather surface, a large open timber playhouse, a climbing area, a seating area and a sand play area. The early years children from both the Twigga and Tembo rooms were playing outdoors during the inspection and were noted to be dressed in light clothing and sunhats.

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 main entrance door was secured to prevent unauthorised access by a person or the leaving of an unsupervised child.
- The internal door leading to the first floor was secured by a key coded lock that could only be accessed by the staff.
- The two outdoor area were provided with fencing and secured gates to prevent unauthorised access by a person or the leaving of an unsupervised child.
- The registered provider informed the inspectors that the early years children only play outdoors in the secured areas and do not use the open green area to the rear and side of the building.

Part VI - Safety

Regulation 27 – Supervision

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

Compliance Information

During the inspection it was noted that the early year's children were under the supervision of qualified adults and were always visible to these adults. The required adult child ratio was maintained whilst the early years children participated in both indoor and outdoor activities.

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

Compliance Information

(1)(2)(3)(4)

The registered provider was able to furnish the inspectors with all the correct documentation regarding a complaint she had received earlier in the year, and was able to demonstrate how she had adhered to the requirements and how she had addressed it. The registered provider had a detailed complaints policy on file and stated she was aware of the steps she had to adhere to on receipt of any complaint.