

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2016GY002
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Name of Service:	Fairyland Creche
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Address of Service:	Frenchpark, Oranmore, Co. Galway
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Eircode:	H91 VR0K
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Name of Registered Provider:	Keira Hanney
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Service type:	Full Day
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Date of Inspection:	19/02/2024
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No of pre-school children:	AM	63	PM	58
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Address of the Early Years Inspectorate:	TUSLA - Child and Family Agency, Early Years Inspectorate, Quality Assurance Directorate, Clinical & Administration Building, Block A - (1st Floor- Green Corridor), Merlin Park, Galway.
Inspection undertaken by:	H. Heagney & A. Kennedy
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	Not applicable
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Description of service

This pre-school is in a housing development on the outskirts of the village of Oranmore, Co. Galway. This privately operated service offers a full day care and part time care provision from 7.30hrs to 18.00hrs. The Early Childhood Care and Education (ECCE) pre-school care programmes and sessional care programmes are also offered. The service is registered for pre-school children aged 0 to 6 years of age. A child centred play based preschool curriculum focusing on Montessori and emerging interests is provided. The service is currently operating six ground floor playrooms – namely the Little Pixies, Firefly Grotto 1, Firefly Grotto 2, Montessori Junior 1, Montessori Junior 2, and Montessori Senior. The premises have its own kitchen, where children’s meals and snacks are prepared, cooked, and stored on site. There are two designated sleep rooms for younger children, with seven and nine cots respectively. Stackable beds are available for older pre-school children, sleep provision. To the rear and side of the premises, there are secure outdoor play areas for children’s play, exploration, and fresh air.

Staffing

The registered provider is on the premises daily. There is a person in charge and deputy person in charge. There are a total of fifteen staff working in the service. Fourteen staff hold a Quality and Qualifications Ireland (QQI) at a Level 5 to 8, in Early Childhood Care and Education. One staff member is the designated chef working in the service kitchen. The staff have documentary evidence of ongoing training 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 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 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.*

(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) There was a designated person in charge and there was a named person available to deputise in the service.
- (b) There was a person in charge on the premises when the early years inspector arrived. Staff rosters indicated that either the designated person in charge or deputy were available on the premises at all times when the pre-school children were present.
Files for the fifteen staff including the registered provider were reviewed.
- (2)(a)&(b) Thirty of the thirty written validated references, on file for the fifteen staff were from a past employer or from a source other than the past employer.
- (c) Garda vetting disclosure was available in respect of the fifteen staff. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
- (d) Seven of the staff had worked outside the jurisdiction, for six months or more, while over the age of 18 years of age and had the required police vetting.
- (4) Fourteen staff who were working directly with children, held a Quality and Qualifications Ireland (QQI), at a Level 5 to 8, in Early Childhood Care and Education. Copies of qualifications were on file for these staff.

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) At all times during the period of the inspection, the registered provider ensured that the adult child ratios were adhered to.
- (2) Documentary evidence in the form of attendance records indicated that adult child ratios were adhered to.
- On the morning of the inspection, there were 63 pre-school children aged between 1 to 5 years.
- 13 children were aged 1 to 2 years,
 - 16 children were aged 2 to 3 years,
 - 19 children were aged 3 to 4 years,
 - 15 children were aged 4 to 5 years.
- There were eleven childcare staff directly caring for these children. Additionally, the registered provider and person in charge assisted as childcare relief and in the administration part of the inspection. There was a chef who prepared, cooked, and served the meals and snacks and performed general supporting duties.
- In the afternoon, there were 58 pre-school children aged between 1 to 5 years.
- 13 children were aged 1 to 2 years,
 - 16 children were aged 2 to 3 years,
 - 16 children were aged 3 to 4 years,
 - 13 children were aged 4 to 5 years.

There were nine childcare staff directly caring for these children. Additionally, the registered provider and person in charge assisted as childcare relief and in the administration part of the inspection. There was a chef who prepared, cooked, and served the meals and snacks and performed general supporting duties.

- (8)(a) The registered provider ensured that there were two staff on the premises while the pre-school was operating.

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.*

(4) A registered provider shall ensure that a record in writing referred to in paragraph (1) is retained for a period of 2 years from the date on which the child to whom it relates ceases to attend the service.

(5) A registered provider shall ensure that a record in writing referred to in paragraph (2) is retained for a period of 2 years from the date on which the child attends the service.

Compliance Information

(1)(a)(b)(c)(d)(e)(f)(g)(h) &(i)

Twenty-five children's records were reviewed by the early year's inspectors.

The sample twenty-five records reviewed showed that the entries were factual, consistent, and accurate.

The children's records contained the following: -

- The name and date of birth of the child.
- The date in which the child first commenced in the service.
- The date on which the child stopped attending the service (where relevant).
- The name and address of the child's parent or guardian, and a telephone number where that parent or guardian (or a relative or friend of the parent or child) can be contacted during the hours of operation.
- Written authorisation / permissions for collecting the child.
 - Details are recorded of any illness, allergy, or additional need(s) the child had, together with all the information relevant to the provision of specific care or attention.
 - The name and telephone number of the child's registered medical practitioner.
 - A record of any immunisations the child has had.
 - Written parental or guardian consent was included to allow the child to have appropriate medical treatment if there was / is an emergency.

(4)&(5) The registered provider advised and documentary evidence from file review indicated, that all relevant children's records were kept for 2 years from the date a child stops attending the service.

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:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;
- (b) details of the class of service and the age profile of children for which the service is registered to provide services;
- (c) details of the adult: child ratios in the service;
- (d) the type of care or programme provided in the service;
- (e) the facilities available;
- (f) the opening hours and fees;
- (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;
- (h) details of attendance by each pre-school child on a daily basis;
- (i) details of staff rosters on a daily basis;
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;
- (k) details of any accident, injury or incident involving a pre-school child attending the service.

Compliance Information

(1)(a)(b)(c)(d)(e)(f)(g)(h)(i)(j) &(k)

The service complied with their own recruitment policy, which specifies the procedure to be followed by the registered provider when hiring employees and unpaid workers, (including the steps to be taken to check and verify references, qualifications, and vetting documentation), prior to the employee commencing.

The following information in relation to the service was examined and found to be compliant: -

- the name, position, qualifications and experience of the employees, unpaid workers and contractors;
- details of the adult: child ratios in the service;
- details of attendance by each pre-school child on a daily basis;
- details of staff rosters on a daily basis;

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

The service had a documented contract, job description and appraisal system for each staff member.

The service statement of purpose and function was on display.

The following policies were inspected:-

Complaints Policy	Fire Safety Policy
Policy on Administration of Medication	Policy on Accidents and Incidents
Policy on Infection Control	Policy on Safe Sleep
Policy on Behaviour Management	Policy on Healthy Eating

Each child’s pre-school records had the child’s personal details and a section regarding the child’s interests including their pets. The pre-school records also included consents for outings, and a form regarding allergies to nuts. Additionally, there was evidence that parents and guardians received information on the following policies: the accident and emergency, anti-febrile medication, child protection, safe sleep, admissions, fees and payment, sickness, sunscreen, data protection, types of infection and enrolment and the admissions procedure.

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.

Compliance Information

- The staff encouraged and supported the children to be as independent, as possible.
- The children were given sufficient time to eat in an unhurried manner. The staff complied with the service’s healthy eating policy.
- The tables and chairs were suitable for the children’s ages and stages of development.
- On the day of inspection, twenty-six children from Little Pixies, Firefly Grotto 1 and Firefly Grotto 2 wore nappies and were changed on a regular basis. The privacy and dignity of a child having their nappy

changed was maintained. Older children had unrestricted access to the toilet and did not have to wait to use the toilet. The staff used the correct language surrounding toileting / nappy changing.

- Children have plenty of opportunities to move themselves, to practice and improve their emerging skills, such as co-ordination and balance. Play activities and experiences were developmentally appropriate and suitably challenging.
- The younger children in the Little Pixies room were observed painting, playing with blocks, musical instruments, and puzzles. At circle time, a staff member sat on a large mat singing nursery rhymes to the children.
- In Firefly Grotto 1 and 2, the staff read a story to the children prior to them consuming their lunch. The children were observed enjoying free play, making puzzles and jigsaws, playing with transport vehicles and a garage, playing with wide and wooden blocks, looking at story books and playing with the dolls and dolls accessories, in the home area.
- The older children were observed at puzzle solving, enjoying free play, connecting, stacking, magnet building, linking, and drawing. The children played with transport vehicles, animals, and various shapes. At circle time, the staff read stories and the older children gave their views. The staff used visual aids and probed with questions such as ‘who is this?’, ‘how many are there?’, and ‘where is that?’ ‘tell me what this is?’.
- The children spent significant time in the outdoor area to the rear of the premises. The children engaged in climbing, on the slide, on the activity centre, chasing bubbles, running, climbing, using push cars and riding on bicycles.
- The staff supported children in forming and sustaining positive relationships by: -
 - having a key person system for each child,
 - showing respect for each unique child and developing their trust,
 - listening to the voice of the child as they communicate their needs, thoughts, and experiences both verbally and non-verbally, by reading children’s cues, gestures, and body language,
 - using soft tones, the child’s individual name, and getting down to their level and making eye contact, providing opportunities for individual and small group activities and play, leading to increased social awareness, co-operation, collaboration, teamwork, and a sense of belonging,
 - providing opportunities for children to learn from each other and with each other, to work together, join in and contribute to projects and tasks,

- working with parents and guardians by sharing knowledge and observations of the child’s interests, strengths, developmental and care needs, approaches to learning, changes in their life, and any other concerns.
- The outdoor environment provided children with activities and opportunities for:-
 - fresh air, discovery, relaxing (e.g., exploring for insects and worms),
 - releasing energy (e.g., playing chasing bubbles),
 - physical exercise and play (e.g., jumping, climbing),
 - exploring, engaging, and experimenting with nature (e.g., planting),
 - feelings associated with taking risks, learning about risk, and learning from risk, and challenging their own capabilities within safe limits (using the activity frame under supervision).
- Each playroom had direct entry to the outdoor play areas. The registered provider ensured children had access to a variety of clothing for example, waterproof coats and trousers, and appropriate wellingtons and footwear.
- On speaking with the staff, the inspectors were informed that they verbally provided parents with daily information on their child’s experiences in the pre-school including the child’s likes, interests and preferences and play activities engaged in. This information was provided at collection times, by phone calls, by email and via a childcare application.
- The service had a designated childcare application with interactive communication with parents and guardians. There was section with photographs and a description of the child engaged in activities. Staff observations, a child’s milestones and individual learning stories were captured. The childcare application showed details of sleep provisions, meals, nappy changing / toileting, special activities, and a child’s likes, needs and preferences and general observations / comments. There were learning template and developmental checklists showing the child’s strengths, interests, and developmental care needs, activities, and a child’s likes, needs and preferences and general observations / comments.
- The staff collated individual profile scrapbooks and learning journals showing photographs and a description of the experience that the child engaged in. The themes to date included ‘exploring earth,’ pyjama day’ ‘all about me’, ‘be my valentine’ I am a scientist, ‘I am a xxx’, my Autumn tree, science week, artic, Winter, leaves, flowers, handprints, space, South America, Ireland, kindness tree, the circus, days of the week, Australia summer, and little acorns. Additionally, children’s art and craft work was collated and given to parents and guardians on a regular basis.
- The themes of the week included Winter, the lifecycle of the frog, friendship, and love is in the air.

- The staff were observed helping children to find solutions, supporting them, and talking to the children in a variety of ways, discussing, questioning, modelling, and commentating, extending a child’s activities and initiating games and activities. The staff provided significant opportunities for the child to decide their play activities and experiences. The inspectors noted the staff acknowledged a child’s achievements ‘that is great’ ‘well done’ and used questions such as ‘what should we do next?’, ‘is there any other way to do this?’, to allow children to critically think and explore.
- The staff ensured that the children had ongoing opportunities to interact informally with one another for example at free play, parallel play, eating together. The staff provided opportunities for children to learn from each other and with each other, to work together, join in and contribute to projects and tasks.
- The staff supported children to enter social groups, and to learn to help and positively engage with other children. They encouraged and praised children for specific, positive, and appropriate behaviours. Children were given positive alternatives, rather than just being told ‘no’. Children were supported in preventing, managing, and resolving conflict. Children could identify, name, and explore their feelings both positive and negative.

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

- There was a healthy eating policy. The registered provider advised that healthy eating was promoted within the service by visual aids, and adherence to best practice guidelines. Snacks and meal were prepared and cooked on site by the service chef.
- Between 7.30hrs to 9.00hrs, the children had the opportunity for cereal, with milk.
- At 10:00hrs, the younger children had toast and cheese and the older children had crackers and cheese. with water or milk to drink.
- From 11:30hrs to 12:00hrs, the main meal of vegetable curry and rice was served.
- At 14.37hrs, the children were offered scrambled eggs on brown bread buttered toasted and a selection of fruit with water and milk to drink.
- From 17:00hrs, an additional snack ‘high tea’ could be provided upon the request of parents/guardians.
- The children’s parents and guardians had the option of supplying food snacks and drinks for their child.

- Cutlery and plates were offered for children’s snack / mealtimes.
- Clean and safe drinking water was at a low-level and accessible to children in each of the playrooms.
- Perishable items were stored in service fridges.

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:

- There was a buzzer access system, into the main entrance front door.
- The external outdoor play areas were secure so that children could not leave the area unsupervised and unauthorised persons could not enter the area.
- The service had a system to ensure that equipment was maintained, cleaned, checked, and removed if damaged or worn.
- The registered provider ensured all aspects of the outdoor environment were reviewed and risk-assessed to ensure the safety of all the children attending, thus ensuring children were protected from catch points, sharp points, and protruding hardware; getting trapped; and tripping hazards.
- There were no pits or ponds in the outdoor area to cause any risk to the pre-school child.
- Staff supervised all children by both sight and sound in all areas with access to water.
- Fire doors throughout the building were unobstructed.
- All cleaning agents were stored inaccessible to the children.
- Leads, cables, and flexes in the indoor playrooms were secured and or inaccessible to prevent any trips or strangulation hazard.
- Thermostatically controlled warm water not exceeding 43°C to facilitate hand washing was available to facilitate hygienic hand washing.
- Heavy equipment and furnishings were anchored appropriately.
- All toys and play equipment were observed to be safe and in good condition.
- The registered provider clearly identified to the early year’s inspector, the drop off and collection procedures for children.

- A system was in place to ensure that daily records of attendance were kept for all the children, attending the pre-school.

Infection Control:

- Children were observed washing their hands after outdoor play, toileting and nappy changing and prior to their snacks and main meals.
- Staff involved in the serving of food and nappy changing used disposable aprons and gloves when nappy changing.
- The children's belongings for nappy changing and the barrier creams were clearly individually labelled and stored within the nappy changing area.
- The three nappy changing areas had a leak-proof, sealable airtight container for the disposal of nappies.
- The nappy changing policy was displayed on the wall of the nappy changing areas and staff completed an individual child's application for each child requiring nappy change, with a section for staff comment / remedial action taken.
- Children's soothers were sterilized using a steam sterilizer.
- A cleaning and disinfection schedule was presented and available for inspection. There were cleaning schedules and records for the playrooms, communal areas, sanitary areas, and outdoor areas and on the cleaning and disinfection procedure undertaken in the service. The records reviewed showed that high contact areas were cleaned regularly during the day and the service was thoroughly cleaned each evening after it had closed. The staff cleaned daily and there was evidence that the service had a designated cleaning company who worked in the evenings, after the operating hours of the service and on weekends.
- The outdoor play equipment was cleaned after each child's use, and prior to each child's use - with documented records maintained.
- Tabletops and work surfaces were cleaned with disposable paper towels and disinfectant spray, the inspectors observed this practice on the day of inspection.
- The playrooms were observed to be kept adequately ventilated with the windows left open whilst maintaining the room temperatures at the required levels.
- Adequate supplies of disposable tissues were readily available in the playrooms.

Administration of Medication:

- Medication was stored inaccessible to the pre-school children.
- On the day of inspection, no child was on medication.

- The staff were familiar with the administration of medication policy should medicine need to be administered to a child.
- Staff advised that the suncreams supplied by parents and guardians, and stored in the service, had dates of expiry checked on an annual basis.

Safe Sleep:

- There were seven and nine cots, in two respective sleep rooms on the ground floor. There were also sixteen stackable beds available for older children's sleep provision. Children were observed sleeping on demand following signs of tiredness, in cots, on the day of inspection, with a sleep room temperature of 18°C.
At 13.07hrs in the two designated sleep rooms, eleven children were observed sleeping in cots.
At 14.15hrs, in the two designated sleep rooms, seven children aged 1 to 2 years were observed sleeping in cots.
Also, at 13.10hrs, ten children from the Firefly Grotto 1 and 2 aged 2 to 3 years, were observed sleeping on stackable beds, in Firefly Grotto 1 with a staff member supervising these children.
- Each child had designated linen.
- A staff member physically checked sleeping children's, colour, position and breathing and the room temperature and this was reflected in the sleep records.
- The sleep policy detailed the correct temperature, lighting, ventilation, and child safety requirements.
- There was a thermometer in each of the sleep rooms to ensure safe sleep room temperatures of 16 to 20°C.

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) The service provided evidence that four staff who were trained in first aid for children were available to the children, attending the pre-school service.
- (2)(a) There were three first aid boxes, with content items within date, safely stored, easily accessible and stored in a conspicuous position.
- (b) The service demonstrated that the first aid boxes were fully equipped and available to the children attending the pre-school service.

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 written record was available of the monthly fire drills completed in the service. The last recorded fire drill was dated 19th of February 2024.
- (b) Records were available in relation to the number, type, and maintenance of fire-fighting equipment with the annual service dated 10th of October 2023.
- The smoke and fire detection alarm system for the premises had the last annual service dated 29th of January 2024.
- (4) Notices were displayed within the pre-school of the procedures to be followed in the event of fire in the premises.

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 specifying the address of the service, catering for a full day care service for 75 children at any one time, with an expiry date of 27th of March 2024, was available.

The insurance covered

- public liability,
- personal accident,
- against fire and theft,
- outings,
- building.

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.*

Compliance Information

(1) The registered provider ensured that there was a complaints policy available for review in the service.

The policy stated:-

- (a) the procedures to be followed by a person who wished to make a complaint about the service,
- (b) the processes for dealing with the complaint,
- (c) the way the person who makes a complaint would be kept informed on how their complaint was being dealt with.