

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2016LS002
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<b>Name of Service:</b>	Quinagh Creche and Montessori School
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<b>Address of Service:</b>	34 Heatherhill, Graiguecullen, Carlow, Co. Laois
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<b>Eircode:</b>	R93 AW64
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<b>Name of Registered Provider:</b>	Laura Ralph, Linda Fennelly
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date(s) of Inspection:</b>	05/09/2024
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<b>No of pre-school children:</b>	AM	24	PM	24
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Tusla, Child and Family Agency, Primary Care Centre, Church Avenue, Tullamore, Co. Offaly.
<b>Inspection undertaken by:</b>	K. Murphy
<b>Title:</b>	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).

<b>Conditions if applicable</b>	Not applicable
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### Description of service

The service is registered as a full day care service to accommodate children aged 0 to 6 years of age. The service is open between the hours of 08:00 and 17:30 on a Monday to Friday basis. The service is operated by independent providers. The Early Years' Service is located in a single storey purpose-built premises. Four pre-school rooms, a kitchen, a dining area, a reception area, a staff room, a cot room and a sleep room are provided. An outdoor play area is attached to the rear of the premises. Onsite parking and set down facilities are available. The service is situated in a residential area on the outskirts of the town of Carlow in Graiguecullen, County Laois.

### Staffing

Both registered providers and four staff members were present during the inspection.

### 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 focused on an examination of compliance under:

- Regulation 9 Management and Recruitment (1)(2)(4)(7)
- Regulation 10 Policies, Procedures of Pre-School Service
- Regulation 11 Staffing levels (1)(2)(8)(a)
- Regulation 16 Record of a pre-school service (1) (h)(i)
- Regulation 19 Health Welfare and Development of Child (1)(a)(b) (2) (3)
- Regulation 23 Safeguarding Health, Safety and Welfare of Child - General Safety – Infection Control – Safe Sleep
- Regulation 27 Supervision
- Regulation 28 Insurance
- Regulation 32 Complaints (1)(2)
- Regulation 33 Furnishing of information to Agency

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

The inspection was informed by information received by TUSLA Early Years Inspectorate.

### Acknowledgments

The inspector wishes to acknowledge the co-operation of the registered providers, 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.*

*(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)

Both registered providers and a person to deputise were available in the service.

(b)

Both registered providers were present for the duration of the inspection.

The files of both registered providers and four staff files were reviewed, and the following was noted:

(2)(a)

The required number of written validated references were available from past employers in respect of the staff members and the registered providers.

(b)

The required number of written validated references were available from a source other than a past employer in respect of the staff members and the registered providers.

(c)

A Garda Vetting disclosure was available in respect of the staff members.  
The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d)

Police vetting was not required as no staff member had lived outside the state for a period of longer than six consecutive months.

(4)

All staff members held a major award at level 5 to level 8 in Early Childhood Care and Education on the National Framework of Qualifications.

(7)(a)

All staff had completed Children First training online with certificates displayed in each pre-school room.  
Evidence of mandatory training completed by staff members including first aid response (FAR) and manual handling was available in the individual staff profiles in a training log for qualifications and mandatory training.

### Non-Compliance Information

(7)(a)

In respect of the behaviour management, complaints, staff training and supervision of staff policies reviewed there was no evidence to show that staff had reviewed the policies and agreed to their implementation. The policy documents were dated 2018.

There was no evidence available in the policy documents to indicate that staff had read and understood the forty-eight policies and procedures of the service.

This was at variance with policy number eight entitled “staff training” detailed on page 44 of the policy documents which stated that “each staff member has been provided with a full set of childcare polices and the record of receipt of policies by staff members is contained in appendix “S”.

(7)(b)(c)

In respect of six files reviewed there was no evidence of training undertaken in the Child Care Act 1991 (Early Years Services) Regulations 2016 and Childcare Act 1991 (Early Years Services) (Amendment) Regulations 2016.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

7(a)

The registered providers stated in the response that that service policies are currently being revised.

Once the new policies are complete all staff will be furnished with a copy and will sign off on them once they have read and made themselves familiar with the content of the policies. A record of this will be kept with the policy documents. The revised named policies will be submitted to the Early Years Inspectorate upon completion in November 2024.

Thereafter there will be an annual review of the policies by management and a check to ensure that all staff have a copy of the policies and are familiar with the content.

7(b)(c)

The registered providers stated in the response that a meeting was held on Friday 6th September with all staff. The management requested that all staff complete training in respect of the Child Care Act 1991 (Early Years Services) Regulations 2016 and Childcare Act 1991.

All staff have completed all modules of Tusla Quality and Regulatory Framework eLearning programme (certificates included).

On commencement of employment in the service staff will be asked to complete the Tusla Quality and Regulatory e Learning programme. The certificate will form part of their staff training profile.

### Summary Comment

7(a)

The corrective action should meet the regulatory requirement. The registered providers will submit the evidence to the Early Years Inspector of the revised policy documents upon completion. The regulatory requirement will be met when the registered providers submit the evidence.

7(b)(c)

In respect of the corrective action taken documentary evidence was submitted to the office of the Early Years Inspectorate, reviewed by the Early Years Inspector and deemed to meet the regulatory requirement.

## 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 available and reviewed.

- Behaviour management policy
- Complaints policy
- Staff training policy
- Supervision of staff policy
- Child safeguarding statement

### Non-Compliance Information

The following policies presented by the registered providers were found not to be in keeping with the requirements of Regulation 10.

The behaviour management policy did not state that the procedures for the protection and welfare of children are managed in line with the services safeguarding statement.

The behaviour management policy did not provide information on any supports offered to staff on how to support children’s behavioural and emotional needs beyond the statement that “training will be provided for staff when necessary”.

The staff training policy did not provide a description of induction training in the service.

The staff training policy did not provide information regarding the availability of ongoing training and professional development or how staff training needs are identified and addressed beyond the statement that “the service will identify training needs and organise training for each employee”.

The supervision of staff policy did not state the records that will be kept for supervision, where records will be stored and how long they will be kept for.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

**Behaviour Management Policy:**

The registered providers stated in the response that management are in the process of developing a new behaviour management policy for the service, once we have it complete all staff will be issued with a copy of it and will be asked to sign off on receiving the policy and understanding it.

During the recent staff meeting we also spoke about training courses that would be very helpful in this area, such as promoting positive behaviour in children. All staff agreed to complete these courses.

Management will review the behaviour policy on a regular basis and during staff meetings discuss any issues that may arise in the different care groups relating to positive behaviour management. The revised policy will be submitted to the Early Years Inspectorate upon completion in November 2024.

**Staff Training Policy:**

The registered providers stated in the response that all staff are trained in the areas they are working in and going forward the service will provide and encourage the use of many e-learning courses to further staff training and development. A log will be kept of all the training that is completed.

Following our staff meeting on this topic some staff completed some online training. During staff meetings management will remind everyone of the importance of constant upskilling and training. The staff training policy is being updated. The revised policy will be submitted to the Early Years Inspectorate upon completion in November 2024.

### Supervision of Staff Policy:

The registered providers stated in the response that the staff supervision policy is being updated and a new log sheet for recording staff supervision will be available for inspection. The revised policy will be submitted to the Early Years Inspectorate upon completion in November 2024.

### Summary Comment

The corrective action should meet the regulatory requirement. The registered providers will submit the evidence to the Early Years Inspector of the revised policy documents upon completion. The regulatory requirement will be met when the registered providers submit the evidence.

## 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)

The ratio of adults to children was maintained during the inspection.

(2)

There were twenty-four children attending the session supervised directly by six adults.

(8)(a)

The staff roster indicated that two adults are on the premises at all times.

## Part IV – Information and Records

### Regulation 16 – Record in relation to pre-school service

*(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:*

*(h) details of attendance by each pre-school child on a daily basis;*

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

#### Compliance Information

The service kept and maintained written records of information in relation to the service in accordance with Regulation 16 (1) (h) and (i).

## 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*

*(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.*

*(2) A registered provider shall ensure that no corporal punishment is inflicted on a pre-school child whilst attending the service.*

*(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.*

#### Compliance Information

(1)(a)(b)

Children were observed to enjoy free play, tabletop activities, physical exercises and choosing their own activity to participate in. Children were content with their carers and staff were familiar with each child and their personality. Staff were observed to be positive towards children evidenced by individual names used and eye

contact used when talking to the children. Staff were observed to give comfort and reassurance to the new children settling into the service.

Meals and snacks were prepared on site by one of the registered providers. Staff supported children at mealtimes as they encouraged conversations and interactions with the children.

Each child had an individual scrapbook with play and work activities recorded. The registered providers and staff members stated that the scrapbooks are shared with parents at the end of the pre-school term.

The registered providers stated information sharing between the service and parents or guardians is via a text message system (SMS). Verbal handovers from staff to parents collecting children in the afternoon were noted.

A social media platform is used to communicate any special event activities or art and craft displays created by the children to parents and updated periodically.

Low level tables and chairs were in place. A stock of equipment and play materials were in place including tabletop activities, toy kitchens, art easels, rest areas with books and construction toys. Children's artwork was displayed. Age and stage appropriate toys and materials were accessible to children on low level shelving.

Children went to the toilet independently and washed their hands prior to snacks and meals.

(2)(3)

Occasional episodes of behaviour that challenged was managed in a positive caring manner in line with the service behaviour management policy.

Timers were used to positive effect with the older children who readily responded to the advance notice of an activity ending or changing.

Positive behaviour strategies were observed during the inspection. Staff used a calm approach using soft language tones, giving positive praise and encouragement to children. Redirection, reassurance and calming techniques were used where appropriate by staff.

## 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 to the service was secure to ensure the safety of the children within. Visitors ring a bell to alert a staff member to gain access to the service.

##### Infection Control:

Children were observed to wash their hands before snacks, meals and after toileting. Children's nappy changing supplies were labelled individually in storage baskets in the sanitary accommodation.

##### Safe Sleep:

A separate cot room was available in the service equipped with eight cots. A record of the colour, position and breathing of sleeping children was noted in a sleep log. Sleeping children were physically checked every ten minutes. In a separate sleep room seven low level beds were available to children over the age of two who required rest or sleep. The temperature of both sleep rooms was recorded at 19°C.

#### Non-Compliance Information

##### General Safety:

1. A child was observed wearing hooped earrings which posed a potential injury risk if the earrings got caught or pulled.

##### Infection Control:

1. The nappy changing mat was ripped with exposed foam noted which posed a potential infection control risk.

#### Action submitted by the Registered Provider

##### Corrective & Preventive Action

##### General Safety:

The registered providers stated in the response that the parent of the child in question was asked to remove the hooped earrings from the child's ears and not to send the child in wearing them again.

A regular check will be kept within all rooms that no earrings will be worn as they present a potential safety risk.

### Infection Control:

The registered providers stated in the response that the nappy changing mat has been removed and a new one is now in place (photograph included).

Staff will make a regular check on the condition of the changing mat and spare nappy changing mats are now available in the service.

### Summary Comment

In respect of the corrective action taken photographic evidence was submitted to the office of the Early Years Inspectorate, reviewed by the Early Years Inspector and deemed to meet the regulatory requirement.

## 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

Children were supervised by the adults at all times in the indoor and outdoor environments during the inspection.

## Part VI - Safety

### Regulation 28 - Insurance

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

### Compliance Information

There was evidence of current insurance cover for the number of children attending the service. The expiry date noted was 31 August 2025.

## 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)
- The service's "management of complaints" policy was available and reviewed. The relevant details in respect of (a)(b)(c) were noted in the policy.
- (2)
- The registered providers stated that no written complaint had been received to the service to necessitate the keeping and maintenance of written records of information in respect of (a) and (b).

## Part IX - Inspection and Enforcement

### Regulation 33 – Furnishing of information to agency

*A registered provider shall furnish the Agency with such information as the Agency may reasonably require for the purpose of enforcing and executing these Regulations and the information shall be in such form, if any, as may be specified by the Agency.*

#### Compliance Information

The registered providers furnished the required information for the purposes of the inspection.