

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier: TU2017FL506

Name of Service: Parkview Creche

Address of Service: 21 Warren Avenue, Carpenterstown, Dublin 15, Co. Dublin

Eircode: D15 FX25

Name of Registered Provider: Erica Duffy

Service type: Full Day, Part Time, Sessional

Date(s) of Inspection: 14/10/2024

No of pre-school children:	AM	18	PM	16

Address of the Early Years Inspectorate:	Early Years Inspectorate 2 nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15 D15 CF9K
Inspection undertaken by:	T. Nelson and Y. Kelly
Title:	Early Years Inspectors

Authority to Inspect

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

Conditions if applicable Not applicable.

Description of service

Parkview Creche is a full day care service located in a residential area of Dublin 15 and is registered to provide early childhood care and education to a maximum of 25 children aged 1 to 6 years old, Monday to Friday. The service operates an Early Childhood Care and Education (ECCE) programme sessional service from 8.45am to 11.45am. The service is one of four services operated locally by the registered provider.

Parkview Creche operates from a converted residential dwelling and has three care rooms to include the Wobbler Room (12 to 24 months old) on the ground floor and the Toddler room (2 to 3 years old) and Preschool room (2 to 5 years old) on the first floor. There are sanitary facilities located on each floor, a cot room located off the Wobbler Room and a kitchen on the ground floor and an office on the first floor. A fully enclosed outdoor area is located to rear of the premises.

Staffing

There are currently seven staff employed by the service including the person in charge who manages the oversight of the service and provides cover where needed across the rooms and six childcare staff who work directly with the children. The registered provider does not work in the service. The person in charge and six childcare staff were present throughout the day of 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. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under:

- Regulation 9(1),(2)(a)(b)(c)(d), (4) Management and Recruitment
- Regulation 11(1),(4) Staffing Levels
- Regulation 16(1) Records in relation to the Preschool Service
- Regulation 19(1)(b) Equipment and Materials
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child
- Regulation 25 First Aid

However, on inspection an additional non-compliance which posed a risk was identified under Regulation 27. This finding is outlined within the relevant regulation within this report.

A sampling process was used to assess compliance under the following:

- Regulation 16(1)(h)(i)(j)(k) – Records in relation to Preschool Service
- Regulation 19(1)(b) Equipment and Materials
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child

As a result, the scope of the inspection included the Wobbler and Preschool Rooms and did not include the Toddler room.

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 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, and*
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.*

(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 manager was the designated person in charge of the service and a named staff member was appointed to deputise when required.
- (b) The service manager was present and in charge of the service when the inspectors arrived and was present for the duration of the inspection.
- (c) The service had a clear management structure with clear roles and responsibilities outlined, which was detailed on the staff roster.
- (2) The staff roster was reviewed and discussed with the Service Manager. A total of 7 staff files were maintained and reviewed which included the service manager and 6 core staff members who care for the children. There were 13 validated written references-reviewed.
- (a) Four written references were from past employers.
 - (b) Nine written references were from sources other than a previous employer.
 - (c) Garda vetting disclosures were available for seven adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
 - (d) International police vetting was available for six staff members from the relevant countries in which they had resided outside of the Irish jurisdiction for more than six consecutive months as adults.
- (4) All of the seven staff members, the service manager and 6 core staff members held a major award in Early Childhood Care and Education at QQI Level 5 to Level 6 on the National Framework of Qualifications (NFQ) or a qualification deemed eligible by the Department of Children, Equality, Disability, Integration and Youth (DCEDIY).

Non-Compliance Information

- (2)(a)(b) Evidence of a written validated reference was not available for one staff member.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

The service located the reference with evidence it was validated in 2019 when the employee started with Parkview. The reference had been misplaced in error.

Preventive Action

The service commits to being diligent with files and will continue to check files on a regular basis to ensure compliance at all times.

Supporting documentation submitted

Evidence of validated reference.

Summary Comment

The inspector has reviewed the action taken and evidence submitted. The non-compliance identified under Regulation 9(2)(a)(b) has been adequately addressed.

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.

(4) Subject to paragraph (5), where a registered provider contemporaneously provides-

- (a) a sessional pre-school service, and*
- (b) a full day care service or a part-time day care service, or both, the minimum ratio of adults to children applicable for the duration of the sessional pre-school service in respect of the children attending that service shall be the ratio specified in paragraph (3).*

Compliance Information

(1) On the day of inspection there were an adequate number of adults working directly with the children attending the service to meet their basic care needs. There were four staff available to the 18 children on the morning of the inspection.

(4) The adult to child ratios were correct when the inspectors arrived unannounced to the service and throughout the inspection. Three staff were allocated to work directly with the 18 children who were present on the morning of the inspection with a breakdown as follows:

- Wobbler 1 room - 1 adult to 5 children aged between 1-2 years old.
- Toddler room - 1 adult to 3 children aged between 2-3 years old.
- Pre-school room - 1 adults to 10 children aged between 2 years 8 months -5 years old.

Three staff were allocated to work directly with the 16 children who were present on the afternoon of the inspection with a breakdown as follows:

- Wobbler 1 room - 1 adult to 5 children aged between 1-2 years old.
- Toddler room - 1 adult to 3 children aged between 2-3 years old.
- Pre-school room - 1 adults to 8 children aged between 2 years 8 months -5 years old.

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) The registered provider ensured that a record in writing was kept of the following information in relation to the service:

- (a) Details of the name, position, qualifications, and experience of the person in charge and of every other employee were maintained within the staff files.
- (b) The service Tusla certificate was displayed within the service and detailed the class of service and the age profile of children for which the service is registered to provide services.
- (c) (d) (e) (f) The parent handbook detailed the adult: child ratios, the type of care or programme provided, the facilities available within the service, the opening hours and the fees of the service.
- (g) The registered provider maintained all of the policies required in accordance with Regulation 10.
- (h) Attendance records detailing the arrival and departure of the children on a daily basis were maintained.
- (i) A record was maintained of the staff roster which was reflective of the staff present on the day.

(j) Following a review of the four records available, the registered provider ensured a full record in writing was maintained for the administration of medication.

(k) Following a review of a sample of twelve records, the registered provider ensured a full record in writing was maintained for accident and incidents.

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-

(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

Compliance Information

(1)(b) Appropriate and suitable care practices were observed, as evidenced by the following:

- The staff interacted with the children in a respectful, warm and sensitive manner. Children were responded to when they required attention. Appropriate communication using soft tones was observed and children were provided with comfort when needed. The staff were observed to sing songs with the children throughout the day.
- Children's voices were listened to. For example, a request for a story from one of the children during 'Show and Tell' at circle time in the Preschool room was responded to promptly and children's emergent interests were incorporated into curriculum planning displayed on the wall in each of the rooms.
- Care practices such as toileting and nappy changing were observed to be led by the needs of the children. Children used the toilet independently and staff encouraged children to wash their hands after using the bathroom, which promoted independent self-care practices amongst the children.
- The daily routine was displayed on the wall and the routine was reflected in practice. Routine provides for predictability and comfort for young children.
- Transitions during the daily routine were observed to be smooth; for example, in the Preschool room children tidied up their lunch boxes when they had finished their lunches by putting these in their bags. Children then brought chairs over to the book area for circle time.
- Children were offered regular meals- There was a four-week menu plan in place and children were offered chicken casserole and potatoes for dinner on the day of inspection which was provided by an external food catering company.

- All children were observed to have access to the outdoor environment and the service manager reported that all children have outdoor play twice a day

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

The following measures were observed to safeguard children:

General Safety:

- Entry to the service was managed and monitored by staff to restrict unauthorised persons from gaining access to the premises. The door latch was up high out of reach of children preventing children from exiting unsupervised.
- The outdoor play areas was fully enclosed.
- Windows were fitted with appropriate restrictors and blind cords were secured. Visibility strips were in place on low level glass.
- All cleaning agents and sharp equipment were stored out of reach of the children in locked presses or on high shelves and there was an up-to-date risk assessment checklist available.

Infection Control:

- The premises were in a clean and hygienic condition and documented up to date cleaning records were available and displayed in the premises.
- Liquid soap and single use hand towels were available at all wash hand basins used by the children and the staff members.
- Staff were observed supporting children to hand wash before and after mealtime.

Safe Sleep:

- The recommended temperature of the rooms was maintained whilst children were sleeping.
- A log was maintained where the temperature of the room and the colour, breathing and position of sleeping children was checked every ten minutes.

Fire Safety:

- The were fire evacuation notices displayed throughout the care rooms.

Non-Compliance Information

General Safety:

1. The corners of the two couches in the Wobbler room were torn, leaving the foam exposed. This posed a risk of choking if ingested by children.

Infection Control:

The following increased the potential risk of infection:

2. The radiator cover in the Wobbler room was broken. The paint on the radiator exposed was peeling leaving the surface un-wipeable and there was a build-up of dust and debris accessible to the children.
3. Three bottles containing milk were observed to be left stored on a shelf unrefrigerated from 9.44am when the inspector arrived into the Wobbler room until 11.02am when the inspector left the room.

Fire Safety:

4. The details of the attendance of the children were not accurately recorded on the attendance book. Sixteen children were recorded as present when the inspector checked the attendance log at 10.02am and 10.40am when there were 18 children present. Conversation with staff established that this log is used to support fire evacuation drills. Contemporaneous accurate attendance logs must be maintained to support the safe evacuation of children in an emergency.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. **Corrective action:** a new couch was ordered for the room.
Preventive action: the service commit to routine checks on the soft furnishings for rips or tears and replace immediately before they become a hazard. Staff were advised to report anything in their room's that may need to be replaced.

Infection Control:

Corrective action

2. The radiator was replaced the next day.
3. The service reminded staff that bottles of milk are to be put directly into the fridge on arrival.

Preventive action

2. The service commit to replace broken fixture and fittings in a timely manner, staff were advised to take note of any hazards in their room and to report it to management.
3. Management will include checks to ensure bottles have been put in the fridge as part of the daily checks.

Fire Safety:

4. **Corrective action:** the service reminded staff of the importance of signing children in and out accurately.
Preventive action: management will complete checks on the register to ensure accuracy.

Supporting documentation submitted

General Safety:

1. Order form for new couch. Email to staff with practice updates following inspection.

Infection Control:

2. Photographic evidence of new radiator cover. Email to staff with practice updates following inspection.
3. Email to staff with practice updates following inspection.

Fire Safety:

4. Email to staff with practice updates following inspection.

Summary Comment

The inspector has reviewed the action taken and evidence submitted. The non-compliances identified under Regulation 23 have been adequately addressed.

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

(2)(a) and (b) Suitably equipped first aid boxes were available and were safely stored in an easily accessible and conspicuous position on the premises.

Non-Compliance Information

(1) Documentary evidence available demonstrated that staff members trained to First Aid Responder level were not available to the children attending the service at all times during the operational hours of the service.

It is acknowledged that there was a staff member training in Paediatric First Aid available to the children.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

The roster was immediately reviewed to ensure cover for the opening hours of the service.

Preventive Action

The service ensure diligence to ensure they have the adequate FAR trained staff on site at all times.

Supporting documentation submitted

Copies of service rosters

Summary Comment

The inspector has reviewed the action taken and evidence submitted. The non-compliance identified under Regulation 25 has been adequately addressed.

Part VI - Safety

Regulation 27 – Supervision

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

Non-Compliance Information

On two occasions during the inspection children were observed to be left unsupervised. The following was observed:

- Five children were left unsupervised in the Wobbler room when the staff member had left the room to answer the door to the inspectors. The door to the room was closed and the children were observed to be moving freely throughout the room with no supervision with one child observed to enter the cot room adjacent to this room.
- Seven children were left unsupervised in the outdoor play area when the staff member went to check on a child who was using the downstairs toilet.

It is acknowledged that the person in charge was available to provide cover on both of these occasions if requested.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

Staff were reminded to call for cover when needed at all times and not to leave children unsupervised for any reason.

Preventive Action

The manager will be available to staff to ensure they have everything they need, and for any cover if required.

Supporting documentation submitted

Email to staff with practice updates following inspection.

Summary Comment

The inspector has reviewed the action taken and evidence submitted. The non-compliance identified under Regulation 27 has been adequately addressed.