

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2017LH502
--------------------------	-------------

Name of Service:	Kangaroo Childcare
-------------------------	--------------------

Address of Service:	Rathdaniel, Collon, Co. Louth
----------------------------	-------------------------------

Eircode:	A92 K276
-----------------	----------

Name of Registered Provider:	Christine Brennan
-------------------------------------	-------------------

Service type:	Full Day, Part Time, Sessional
----------------------	--------------------------------

Date(s) of Inspection:	08/06/2023
-------------------------------	------------

No of pre-school children:	AM	47	PM	12
-----------------------------------	----	----	----	----

Address of the Early Years Inspectorate:	Child Wellbeing Centre, Castleblayney, Co. Monaghan
Inspection undertaken by:	M. Flood & S. Skinnader
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

Kangaroo Childcare is a privately owned service in operation in its current location since August 2022. The service provides Sessional, Part-time and Full Day Care services to pre-school children from 2-6 years of age. The service is registered to operate from 08:00 to 18:00 Monday – Friday and caters for a maximum of 77 pre-school children. The service is located in a rural area of Rathdaniel, Co. Louth. The premises is a purposely developed two-storey building with 3 care rooms in operation namely The Caterpillar Room, The Butterfly Room and The Ladybird Room. A fourth room The Bumblebee Room is not currently in operation. Ancillary accommodation consists of a kitchen, sluice areas, sanitary facilities, a laundry room and office space. The service has an outdoor play area which is located to the side of the building.

Staffing

There were 9 staff employed in the service including the following:

- Eight childcare staff who work directly with the children, that includes the registered provider and staff who provide relief in the service.
- One staff member who is employed to carry out cooking and caretaking duties.

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.

The inspection focused on an examination of compliance under regulations 9,11, 16,19, 20 21, 22, and 23 however, on inspection additional non-compliance which posed significant risk was identified under Regulation 29. These findings are outlined within the relevant regulations within this report.

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 carried out following receipt of unsolicited information by the Feedback and Concerns department.

On 19/06/2023, the draft inspection report was issued to the Registered Provider.

On 03/07/2023 at 20:30 hrs a factual accuracy /disputed findings submission was received from the registered provider and a response was made by the Inspectorate.

The registered provider submitted a number of Corrective and Preventive Action Plans (CAPA) and there was extensive engagement between the registered provider and the Inspectorate regarding the non-compliances and remedial actions being taken.

On 17/07/2023 a referral was sent to the local authority fire officer for an opinion on designated emergency exit routes in the service.

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
- (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) & (b) The service had a person in charge who is the registered provider and a named deputy person to deputise as required. Both persons were on the premises when the inspectors arrived unannounced to the service.
- (2) Following a discussion with the registered provider and a review of the staff roster, the following staff files were available and reviewed:

(a)&(b) Two written references were available for the registered provider and 7 staff members employed in the service. One additional adult who attends the service on a voluntary basis to carry out maintenance duties had two written references available. Seventeen out of eighteen written references were validated.

(a) Seventeen written references were from a past employer.

(b) One written reference was from an alternative source.

(c) Documentary evidence of a processed Garda Vetting Disclosure was available for seven out of eight staff members in the service including the registered provider. One additional adult who attends the service on a voluntary basis had a processed garda vetting disclosure available for inspection.

(d) Documentary evidence of processed international police vetting was not required at this time as following a review of the staff files no member of staff has resided outside the Irish jurisdiction for a period of greater than 6 months.

(4) Seven out of eight staff members who work directly with the preschool children held at least the minimum required qualification in childcare.

Non-Compliance Information

The following documents were not available at the time of inspection:

(2)(a) One written reference which was available from a past employer was not validated.

(c) Documentary evidence of a processed Garda Vetting disclosure was not available for one staff member.

(4) One staff member who was observed working directly with the preschool children did not have sufficient documentary evidence available to determine that they achieved the minimum required level 5 childcare qualification or equivalent.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Actions

(2) The registered provider stated that regular checks on staff files will be carried out to ensure all references are validated.

(4) The service will conduct ongoing checks on the staffing folder to ensure that full certificates are present. The staff member has contacted QQI and requested a full certificate, as they have misplaced it. This will be forwarded in due course once we have received it.

Supporting documentation submitted

- Documentary evidence of a processed Garda Vetting disclosure was submitted on 09/06/2023

Summary Comment

The registered provider submitted details of the corrective and preventative actions taken in the service to address the non-compliances. The Garda vetting disclosure was submitted via email on 09/06/2023 and indicated that the staff member was appropriately vetted at the time of the inspection.

Based on this information the actions taken to address the non-compliances identified under Regulation 9 (2) (a)&(c) are accepted.

Regulation (9)(4) remains non-compliant as insufficient evidence has been submitted to determine that one staff member who was observed working directly with the preschool children has achieved the minimum required level 5 childcare qualification or equivalent.

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

(2) When the inspectors arrived unannounced to the service the following adult to child ratios were observed:

- In the Butterfly Room there were 11 preschool children present with one adult.
- In the Caterpillar Room there were 13 preschool children present with 2 adults.

(8)(a) The registered provider ensured that 2 adults were present in the service at all times. This was confirmed by the staff roster.

Non-Compliance Information

(1) The adult: child ratios in the Ladybird Room were incorrect when the inspectors arrived unannounced to the service and also at various intervals throughout the day.

For example.

- On arrival to the service there were 15 preschool children present in the Ladybird Room with 1 staff member, two adults were required.
- An additional 8 preschool children were outside during this time with 1 staff member and then re-joined the 15 children in the Ladybird Room. At this time 2 staff were present caring for 23 children when 3 staff were required.
- At 12:25 after the sessional service had ended, one of the two adults present in the Ladybird Room had to leave the room to carry out catering duties and prepare dinner leaving one adult present with 12 preschool children when 2 staff were required.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1) Ratios have been adhered to at all times prior to 08/06/23. This is evident in the attendance records and rosters. The service was over ratio by one child on 8/6/23 as a result of a staff member not showing up for work without notice. On the 9/6/23 the staff member in question returned to work, and the service was under ratio (see roster). The registered provider will close rooms, if necessary, in order to maintain ratios. This action was necessary for one of the ECCE rooms on 15th and 16th June (see attached correspondence). This decision demonstrates the actions to be taken by management going forward to ensure that the service complies with ratio requirements.

Supporting documentation submitted

- Documentary evidence of a staff roster.
- Letter dated 16/06/2023 addressed to parents.

Summary Comment

The registered provider submitted details of the corrective and preventative actions taken in the service to address the non-compliances and to ensure that the adult:child ratios are maintained. Based on this information the non-compliances identified under Regulation 11 have been addressed.

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

Compliance Information

(1)(h) Details of attendance of children was recorded as follows;

- The children from the Caterpillar Room were signed in for the day of inspection and evidence of attendance for the previous 2 days the 6th and 7th of June were also available.
- The children from the Butterfly Room were signed in for the day of inspection.

Non-Compliance Information

(1)(h) The children's attendance records available for review were incomplete and were not an accurate reflection of the actual children in attendance in each of the care rooms.

For example:

- There was no record of attendance for one child attending the Ladybird Room.
- Six children signed in to attend the Butterfly Room were actually present in The Ladybird Room.
- One child signed in to attend the Caterpillar Room was actually present in The Ladybird Room.
- There was no documentary evidence available of the children's attendance records for the 2 days prior to the inspection for the Lady bird and Butterfly Rooms.

(k) Details of accidents and incidents were inaccurately recorded or in some cases not recorded at all.

For example:

- One incident was incorrectly dated and did not include a parental signature to confirm that the parents had been informed about the incident.
- The second record was not signed by either parent or service manager.
- During a conversation with the registered provider, it was stated to the inspectors that there had been a recurring behavioural issue with a child in the service however there was no documentary evidence of these incidents.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Actions

(1)(h)

Following the inspection, the registered provider relayed a message to all staff regarding the requirement of signing children in and out between transfers. Management have engaged in checks on a daily basis to ensure this directive is being put into practise.

(k) As a follow up to the inspection the registered provider sent a message to all staff regarding the correct completion and signing of accident/incident reports. Checks are carried out on a daily basis by management to ensure this is being put into practice.

Supporting documentation submitted

- Photographic evidence of children's attendance records.
- A completed accident / Incident form dated 09/06/23.
- Photographs of messages sent to staff

Summary Comment

The registered provider submitted details of the corrective and preventative actions taken in the service to address the non-compliances. Based on this information the non-compliances identified under Regulation 16 have been addressed.

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

There were 3 care rooms in operation in the service on the day of inspection namely; The Butterfly Room, The Caterpillar Room and The Ladybird Room.

(1)(a) The following observations are examples of how children's learning, development and well-being was being facilitated on the day of inspection:

Basic needs:

- Food and snacks were observed to be available to children throughout the service. In the service children who did not eat the dinner were offered crackers or yoghurts and milk as an alternative.
- In the Caterpillar Room one child who brought in a bottle of milk was also offered the drink after their dinner.
- Children's personal care needs were met by the adults caring for them e.g., cleaning of noses and faces, fitting of bibs and handwashing.
- Younger children who required a nappy change were changed as necessary. Good interactions were observed during nappy changing on the day.
- Children who could use toilet facilities independently had easy access to bathrooms and the adults provided discreet supervision or assistance where required.
- The children in the Caterpillar Room had a change of environment to the outdoor area after their dinner.

Supporting relationships around children:

- It was observed that parents were informally communicated with at collection time. The staff reported that most communication with parents is carried out through this method and also at drop off in the morning. The registered provider stated that in general the staff present in the care rooms provide feedback to the parents at home time and that email and social media is also used. A parental linked electronic application that was previously in use was not currently in operation and the registered provider stated that the parents have been advised of this.

Physical and Material Environment

- A variety of age-appropriate materials and equipment were available in each of the care rooms that support many areas of development such as fine motor and gross motor skills, role play, speech and language and sensory development.
- Toys and equipment were positioned on open low-level shelving in all rooms which promoted independence and facilitated choice for the children.

Programme Of Activities

- Activities that promoted the children's language development were observed throughout the service which included storytelling and singing songs.
- A variety of the children's artwork was on display throughout the service and included collage art, free painting and weather art such as rain drops and "Mr.Snow".

(2) The adults throughout the service were observed to interact with the children in a warm and supportive manner. They used gentle tones of voice and in general positive language when communicating with children. Positive reinforcement was given to the children such as *"lovely manners"* *"show me your picture... gorgeous"* and *"well done"*.

(3) No practices that were disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful were observed during the inspection. In general, language used by staff members was found to be positive in tone for example, *"I really like the way listens to my words"*, *"did you do that all by yourself.... you are such a good boy...."*.

Non-Compliance Information

The registered provider did not ensure that each child's learning, development, and well-being was facilitated within the daily life of the service in relation to the following:

1. Many of the activities observed in the Ladybird and Caterpillar Rooms were adult led with minimal opportunity for child-initiated activity. For example
 - Some of the children were engaged in a pegboard and dinosaur tabletop activity, the registered provider was heard asking the second staff member *"what's the best thing to do now ... what do you think?"* The staff member replied, *"put out some more peg boards....."*.
 - Additionally, at approximately 12:30 when the children had completed handwashing in preparation for dinner, the children were heard asking the staff member to play with some of the toys to which they were told *"as soon as we get our dinner, we can play with the toys again."* The children had to wait for approximately 15 minutes before their dinner was served during which time the children became restless.
 - In the Caterpillar Room a painting activity followed by a drawing activity was set up at the tables and the children were directed by staff from 1 activity to the next.
 - Songs which were sung were also suggested by the staff members.
2. In the Caterpillar Room the children were assisted to get ready and seated for their dinners at 12:20. The dinner did not arrive to the room until 12:46. As a result of this time delay the children became restless. It is acknowledged that staff did sing songs and put out some jigsaws. However, one child who was tired was crying on and off with their soother in their mouth, another was yawning, and another child was observed wandering about the room. Two children tried to climb and sit into a plastic tabletop tray however they were redirected to a cleaning activity of the tray by a member of staff.
3. Documentary evidence of a care plan was not available for children who required additional supports in the service.
4. The sleep needs of the children were not met. For example, in the Caterpillar Room one child who had been displaying signs of tiredness was placed down to sleep in the prepared sleep area off the care room at 13:00. A staff member did try to settle the child however the child did not sleep as the door to the care room remained open in order to supervise that child, the remainder of the children in the care room were involved in activities. At this time noise levels were high and there was the distraction of the other children, therefore the child could not sleep.

5. Children were observed being moved from their designated rooms to other care rooms to facilitate the service in meeting child: adult ratios. This movement is disruptive for the children and does not allow for continuity of care by the child's key staff workers. For example:
- One child signed into the Caterpillar Room was moved in the morning to the Ladybird Room and another child from the Caterpillar Room was moved up to the Ladybird Room in the afternoon.
 - Six of the 17 children signed into the Butterfly Room were moved to the Ladybird Room in the morning. When the ECCE session in the Butterfly Room finished at 12:00 the remaining 2 children were also moved up to the Ladybird Room. It was observed that 1 of these children became upset when they arrived at the Ladybird Room and this was acknowledged by the staff member who accompanied the children to the Ladybird room.
 - In the afternoon 1 child moved to the Ladybird Room in the morning was returned to the Caterpillar Room in the afternoon. Another child was moved from the Caterpillar to the Ladybird room after dinnertime.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Actions

1. The registered provider in the CAPA response stated that the service had contacted an external quality development service (see attached evidence) to provide external support, mentoring and guidance to staff. It was requested by Management that staff revise the material contained in a previous training workshop. Management have engaged in mentoring and ongoing support and supervision (see text) to ensure that policies and procedures are being followed.
2. The management have informed staff that areas must remain open, and children must continue to have access to equipment right up until dinner is served. The children can then wash hands and sit down to eat. In future, should there be any delay due to external influences (e.g. an inspection), management will contact staff to inform them that dinner will be late, and therefore the daily routine of activities can go on longer to avoid long wait periods.
3. Documentary evidence of a care plan was submitted for one child who required additional supports in the service.
4. The registered provider has decided to change the sleep arrangements within the service. Sleep records will demonstrate that children take their nap after 12 (when the ECCE Scheme has finished).

Therefore, during this time the children who wish to take a nap will remain in the caterpillar room rather than the sleep area. This room will be dark and quiet for children to take a nap. The remaining children will move to the Bumblebee Room (which is empty after 12) to engage in play and activities.

5. It is not common practice for children to be moved throughout the setting. On the day of inspection, the service was short staffed and as a result, in order to comply with regulation, it was necessary to transfer children. Failure to do so would have resulted in a noncompliance by the inspectorate. The other option available was to close the service and inconvenience working parents. As outlined previously, a familiar member of staff was available to the children at all times. On the 9/6/2023 the full staffing contingent had returned, and it was therefore no longer necessary to transfer children.

Supporting documentation submitted

- Evidence of a care plan for one child who requires additional supports in the service.
- Correspondence with an external quality development agency.
- Children's attendance records

Summary Comment

The registered provider submitted details of the corrective and preventative actions taken in the service to address the non-compliances identified under Regulation 19. Based on the corrective actions put in place and the evidence submitted the non-compliances have been addressed.

Part V - Care of Child in Pre-school Service

Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

(a) having regard to the number of pre-school children attending the service, their respective ages and the amount of time they spend on the premises, there are adequate and suitable facilities for each child 19 to play indoors and, where required by these Regulations, outdoors, during the day, and

(b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

(3) A registered provider of a full day care service, a part-time day care service or a childminding service, other than such a service to which paragraph (2) applies, shall ensure that-

(a) a suitable, safe and secure outdoor space to which the pre-school children attending the service have access on a daily basis is provided on the premises,

Compliance Information

(1)(a &b)

- A suitable comfortable rest area was available in each of the three care rooms, with soft mats and cushions provided, should a child need to rest or take a break from activities during the day.
- Stackable day beds were available for children who required sleep.

(3)(a) Outdoor area

The enclosed outdoor play area is located to the side of the premises and was divided into 3 separate areas:

Area 1: was an enclosed and gated area with artificial grass. A variety of toys and equipment were available which provided for a variety of play experiences for the children, including plastic playhouses, ride on equipment and rockers and tyres for climbing into and out of.

Area 2: Consisted of a variety of surfaces including grass, loose stone and sand surfaces. This area had a variety of interest areas and play experiences including: a sloped terrain with a tunnel for crawling, a climbing frame, tyres for climbing, a swing set and slide, a stone digging area and a bark area with tree stumps for sitting or balancing on.

Area 3: Consisted of a concrete area and a covered artificial grass area which was partially covered for use in all types of weather. A variety of play materials were available for the children which promoted many areas of development including large blocks for building, connectors, a gadget wall, blackboards, large trays with farm animals and tyres. The area also had a water themed play section with a variety of water trays, water funnels and slides.

Non-Compliance Information

(3)(a)

1. In the outdoor play area, the following potential hazards were observed:
 - A hole in the ground was a potential trip hazard.
 - The slide was in a defective condition. A crack was observed which is a potential injury hazard.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(3)(a)

- The hole in the ground was due to tyres being repositioned to allow the gardener to cut the grass. These tyres were repositioned and therefore the holes are now covered.
- The crack in the slide was filled with silicone and tape was placed over the area.

Risk assessments are already being carried out on a daily basis. The tyres were moved on the morning of inspection for grass cutting, as witnessed by inspector. As a result of this inspection, risk assessments will now be carried out by each room during each outdoor session. This will ensure that any hazards which develop during the session (e.g., cracks in toys) will be noticed and acted on immediately.

Supporting documentation submitted

- Documentary evidence of outdoor risk assessment.

Summary Comment

The registered provider submitted details of the corrective and preventative actions taken in the service to address the non-compliances together with some supporting evidence. Based on this information the actions taken to address the non-compliances identified under Regulation 20 are accepted.

Part V - Care of Child in Pre-school Service

Regulation 21 – Equipment and materials

A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.

Compliance Information

The registered provider ensured that there was adequate furniture and equipment available as evidenced by the following:

- The Ladybird Room was a well-resourced room with some specific interest areas. Each area was supported with a variety of age and developmentally appropriate toys and equipment e.g. A home corner that included a kitchen with real world play materials, dolls with clothing and buggies, art materials, a reading area with books and soft seating. A sensory chair with a cover was also available so that a child could take a break from activities if they needed to. A large variety of toys boxes were available that included manipulative toys such as, wooden jigsaws, blocks, connectors, animals, themed toys, large and small transport toys trains and tracks.
- The Caterpillar Room was well resourced with low level shelving containing hair dressing equipment, musical instruments, push toys, shape sorters, various construction bench and building bricks, small world figures, art supplies, a garage and cars, tray for sand and wooden dolls house. Additionally, there was a kitchen area with equipment and a theatre.
- The Butterfly Room had interest areas such as a well-resourced kitchen area, dolls house with equipment, building blocks, art supplies and equipment, wooden shop and till, books, sand tray outside the room, dressing boards, dolls and hairdressing equipment.

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

Healthy eating is promoted in the service and there was a menu on display. All hot meals are provided by the service. On the day of the inspection the lunch time dinner provided at 12:45 was observed to include minced beef, mash potato, peas, carrots, sweetcorn and gravy. Three children who refused to eat their dinner were provided with an alternative snack of yoghurts or crackers and milk.

Breakfast was reported to consist of breakfast cereal, toast/bread and was also provided by the service. The afternoon snack was observed to consist of fresh ham, cheese, toast and fresh fruit of apples and oranges.

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

It was observed that the registered provider has taken the following measures to safeguard the health, safety and welfare of the pre-school children attending the service including:

General Safety:

- The kitchen area was inaccessible to the preschool children.
- Cleaning agents were stored out of reach of children.

Infection Control:

- Pedal operated bins were in use in the service. Nappies were observed being appropriately disposed in a lidded and pedal operated bin.
- There was a constant supply of warm water and paper towel in the service to support hand washing practices.
- Individual lidded containers were available for soothers.

Non-Compliance Information

The Inspectorate is not assured that adequate steps have been taken to ensure the health, safety and welfare of the pre-school children attending the service. The following observations were made:

General Safety:

1. When the inspectors arrived unannounced to the service one of the entrance doors off the Butterfly Room was unlocked and the inspectors were able to walk directly into the service. This door remained unlocked for the duration of the inspection.
2. The hallway off the Ladybird Room leading to the stairwell was cluttered and partially obstructed with pieces of equipment, a box, a Hoover and attachments and children's bags.
3. Some of the low-level toy storage units in all care rooms had unprotected sharp corners which are a potential injury hazard.

Infection Control:

4. There was no bin liner in the bin in the nappy changing / sanitary accommodation off the Caterpillar room. This is a cross contamination risk.
5. During the nappy changing procedure, the staff member was observed not to wear an apron and the child's hands were not washed after the procedure.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. Staff have since been informed that the door must remain locked at all times, and that only the side entrance can be used (with the buzzer system). If children need access from the outdoors to use the toilets, the member of staff must knock the door and the staff member will bring the child inside and lock the door. The Butterfly room and staircase have now been locked until the Service permanently closes on 4/8/2023. Therefore, the only available entrance will be through the door in the reception area to the far side of building, which automatically closes and locks and requires parents to use a buzzer system.
2. The hallway off the Ladybird Room leading to the stairwell has been cleared. Daily cleaning checks will be conducted by the Manager to ensure that hallway remains clear (see photograph sent
3. Some of the low-level storage units had unprotected corners. These had previously been fitted with bumpers but had been removed by the children. New bumpers have been fitted.

Risk assessments will be conducted on a daily basis by both practitioners and management to ensure

that bumpers remain fitted and are not removed.

Infection Control:

4. The room leaders have been designated as being responsible for ensuring that liners are changed immediately if a bin is taken outside and must notify management directly if they require more bin liners.
5. All staff have been trained in the updated nappy changing policy by Management and reminded of the necessity to wear aprons and wash children's hands after the change takes place. Management have since conducted unannounced inspections of nappy changes to ensure the procedures are being adhered to.

Supporting documentation submitted

Photographic evidence of cleared hallway.

Message to staff about security

A copy of the revised nappy changing policy

Summary Comment

The registered provider submitted details of the corrective and preventative actions taken in the service to address the non-compliances. Based on this information the actions taken to address the non-compliances identified under points are accepted.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-
(d) cleaned, maintained and repaired, as required.

Non-Compliance Information

- (d)
1. There were accumulations of dust on the majority of low-level shelving units in the care rooms and also in the stair well leading up to the Caterpillar Room.
 2. There were accumulations of dust and dirt particles under the nappy changing mat in the nappy changing area off the Caterpillar Room.

Corrective & Preventive Action submitted by the Registered provider

Corrective & Preventive Action

1. &2. Each room and staff member has designated cleaning duties and a sign off cleaning sheet. These sheets were signed off as being completed. The findings of the inspectorate were reiterated to the staff members in question, and they engaged in a deep cleaning of the premises.
Management has engaged in spot inspections to assess cleanliness levels. Staff have been reminded of their duties/roles in relation to cleaning, and cleaning sheets have been checked each morning to ensure they are being completed.

Summary Comment

The registered provider submitted details of the corrective and preventative actions taken in the service to address the non-compliances. Based on this information the non-compliances have been addressed.