

# Early Years Inspectorate Regulatory Report

## Pre School

**TUSLA Identifier:** TU2018FL510

**Name of Service:** First Steps Academy Crèche & Montessori Ltd.

**Address of Service:** Apartment 247, The Hermitage, Balgriffin, Dublin 13.

**Eircode:** D13CXP7

**Name of Registered Provider:** Shirley Flannery

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

**Date of Inspection:** 04/02/2025

<b>No of pre-school children:</b>	AM	51	PM	34
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Floor 7 Brunel Building, Heuston South Quarter, St. John's Road West, Kilmainham, Dublin 8, D08 X01F
<b>Inspection undertaken by:</b>	E. Griffin and C. Harte
<b>Title:</b>	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).

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

First Steps Academy Crèche & Montessori Ltd is located in a residential area on the ground floor of an apartment block in Dublin North. The service is one of three preschool services operated by the registered provider. The service operates from 8.00am to 6.00pm and provides a full day, part-time and sessional care for children aged 1 to 6 years old. The service participates in the Early Childhood and Education Scheme (ECCE) and offers morning and afternoon sessions. The service is also registered to provide a School Aged Service. There are six care rooms which consist of the Boo Boo room, Teddy Bear room, Snuggle Bear room, Buddy Bear room, Polar Bear room and Cub Bear room. The Polar Bear room is used in the mornings for children attending an ECCE session and is closed in the afternoons. There are two separate cot rooms available, an office and a kitchen. There are sanitary facilities available for staff and children and an outdoor play area to the rear of the property.

### Staffing

The registered provider does not work in the service and employs seventeen adults to work in the service. Adults employed include an operations manager, a general manager, a person in charge and a deputy person in charge, thirteen staff who work directly with the children including two adults employed under the under the Access and Inclusion Model (AIM) and one adult who holds a floater position and provides support in all care rooms throughout the service where required. On the morning of the inspection there were fourteen adults present. This included the person in charge and deputy person in charge and thirteen adults who work directly with the children including the two AIM support staff and the adult in the floater position. The Registered Provider was not present on the day of the inspection. The general manager who works daily in the service arrived shortly after the inspectors arrived unannounced at the service and remained onsite for duration 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 and premises and facilities. The inspections may also focus on other areas as required. The initial inspection focused on an examination of compliance under regulations:

Regulation 9 (1)(2)(3) and (4)-Management and Recruitment.

Regulation 11(1)(2) and (8)(a)-Staffing Levels.

Regulation 16 (1)(3) Record in Relation to Pre-School Service.

Regulation 19 (1)(a)-Health, Welfare and Development of Child.

Regulation 23 Safeguarding the Health, Safety, and Welfare of Child.

Regulation 26 Fire Safety Measures.

Regulation 28 Insurance.

Regulation 32 Complaints.

As a result, the scope of the inspection included the Boo Boo Room, Teddy Bear Room, Snuggle Bear Room and the Buddy Bear room. A sampling process was used to assess compliance under: Regulation 16, Regulation 19, Regulation 23 and Regulation 29. However, on inspection an additional non-compliance was identified under Regulation 25 First Aid. This finding is outlined within the relevant regulation 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.

## Acknowledgments

The inspectors wish to acknowledge the cooperation of the general manager, person in charge, deputy 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.*

*(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.*

*(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.*

### Compliance Information

- (1) (a) The service had a designated person in charge and a named person to deputise as needed.
- (b) The designated person in charge was present when the inspection team arrived unannounced to the service. A review of the staff roster showed that a designated person is on the premises at all times during the opening hours of the service.
- (c) The service had a clear management structure and staff were aware of their own role and responsibilities.
- (2) A review of the roster and conversation with the management showed that the registered provider currently employs 17 adults. The full staff records of seventeen were reviewed as part of the inspection.
- (1) Twenty-four written and verified references were available from past employers.
- (2) Ten written and verified references were available from a source other than a past employer.
- (3) Garda vetting disclosures were available for the seventeen adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda Vetting every three years.
- (4) Police vetting was available in respect of sixteen adults who had lived in a country other than Ireland for longer than six months as an adult.
- (4) Evidence was available to show that the seventeen adults employed held 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.

### Non-Compliance Information

- (3) The registered provider did not ensure the following checks were carried out prior to one adult working in the service.
- One staff member did not have the two references validated before they commenced employment.

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

#### Corrective and Preventive Action

(3) The management team has been retrained in the Recruitment Policy. Senior management staff have been assigned to double check staff paperwork prior to the staff start date.

#### Supporting documentation submitted

Documentary evidence of staff training.

#### Summary Comment

The corrective and preventive actions taken by the registered provider are sufficient to address the non-compliance identified under Regulation 9.

### 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) There was an adequate number of adults working directly with the children as follows: There were twelve adults working with 51 children during the morning and nine adults working with 34 children during the afternoon.

(2) The correct adult/child ratio was maintained in the service throughout the inspection as follows:

#### **During the morning:**

- In the Boo Boo room there was 2 adults caring for 7 children aged 1 – 1 ½ years old.
- In the Teddy Bear room there were 2 adults caring for 8 children aged 1 ½ – 2 years old.
- In the Snuggle Bear room there was 2 adults caring for 6 children aged 2 ½ – 3 years old.
- In the Buddy Bear room there was 3 adults caring for 15 children aged 3- 3 ½ years old.

- In the Polar Bear room there was 2 adults caring for 8 children aged 3 – 4 years old on a sessional basis.
- In the Cub Bear room there was 1 adult caring for 7 children aged 4 – 5 years old.

**During the afternoon:**

- In the Boo Boo room there was 2 adults caring for 5 children aged 1 – 1 ½ years old.
- In the Teddy Bear room there were 2 adults caring for 6 children aged 1 ½ – 2 years old.
- In the Snuggle Bear room there was 2 adults caring for 6 children aged 2 ½ – 3 years old.
- In the Buddy Bear room there was 2 adults caring for 8 children aged 3- 3 ½ years old.
- The Polar Bear room was closed in the afternoon.
- In the Cub Bear room there was 1 adult caring for 9 children aged 4 – 5 years old during the afternoon ECCE session.

In addition, the three-management staff were available to provide support to the care rooms when required.

- (8) A review of the rosters and sign in sheets demonstrated that there were two staff members available during the operational hours of 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.*

*(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.*

### Compliance Information

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

(a) The name, position, qualification, and experience of the person in charge and adults working were displayed on the care room doors and in the staff files.

(b) Details of the class of service and the age profile of children for which the service is registered were displayed on the noticeboard in the hallway for the attention of parents/guardians.

(c) Details of the adult to child ratios in the service were displayed on the noticeboard in the hallway for the attention of parents/guardians.

(d) The type of care or programme provided in the service was displayed on the noticeboard in the hallway for the attention of parents/guardians.

(e) The facilities available were displayed in policy book on the service website.

(f) The opening hours and fees were displayed on the noticeboard in the hallway and on the service website for the attention parents/guardians.

(g) The required policies, procedures and statements of the service were available on request.

(h) Details of attendance by each pre-school child were stored in attendance books in each care room. #

(i) The registered provider ensured that there was an accurate record of the staff roster containing the details of the staff rostered on the day of inspection.

(k) Ten accident and incident records were reviewed, and all information was completed in full

(3) Records were open to inspection by an authorised person. All records requested by the inspector were available for review.

### Non-Compliance Information

- (1) (j) The registered provider did not ensure that there was an accurate record of administration of medication records. Evidenced by the following.
- A sample of ten records were reviewed. Three records were not completed in full: two records did not include the children's full name and date of birth while one record did not include a child's date of birth.

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

#### Corrective and Preventive Action

Management have included surname and DOB in all administration of medication forms. Staff have been informed of this change and explained of the importance of including this information in every form.

#### Supporting documentation submitted

Documentary evidence of the administration of medication form.

### Summary Comment

The corrective and preventive actions taken by the registered provider are sufficient to address the non-compliances identified under Regulation 16.

## Part V - Care of Child in Pre-school Service

### Regulation 19 - Health, welfare and development of child

- (1) *A registered provider shall, in providing a pre-school service, ensure that-*
- (a) *each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child, and*

### Compliance Information

(1)(a)

#### Basic Needs:

- Discussion with staff showed that children are offered breakfast between 8am to 9am. This is followed by a morning snack at 10am. The service also provided a hot meal option for children which is prepared by an outside catering company. Different dietary requirements and additional food were observed to be available, for example, dinnertime sweet sour children and rice were served at 11.30am and an alternative meal consisting of broccoli mash casserole was available for children as an alternative. Water was available in each care room for the children to drink.

- There were cosy areas with a soft mat, cushions and cuddly toys for rest and relaxation present in each care room. During sleep time lighting was subdued and soft music was played while the children slept.
- Identity and belonging were promoted throughout the service. For example, there was a 'Birthday Time' display, an 'Interest Wall' which captured the children's individual interests and the children's artwork was displayed throughout the care rooms in the service. In addition, children had their own storage area which was labelled with their name and photograph.
- Each care room had a visual daily routine on display and staff were observed to give children verbal reminders in advance from moving from one activity to the next activity. This provided the children with a sense of stability, security, and predictability.

### Equipment and Materials:

- Child sized tables and chairs were available to the children, providing a comfortable area to eat meals and take part in tabletop activities.
- The care rooms in the service were designed with the age and stage of development having been taken into consideration. For example, in the Boo Boo room there was a ball pit and an area with climbing equipment which helped promote gross motor movement. In addition, the materials in the care rooms were visible and accessible which enabled the children to independently access their choice of activity.
- The layout of the care rooms encouraged spontaneous and interactive play there were construction areas with supporting equipment, home areas with play kitchens with supporting props and music areas with a selection of instruments.
- An outdoor play area was available for the children with a soft ground surface. Equipment and materials included two playhouses, a treehouse with a slide, a single slide and tyres. Children were observed to use the outdoor play area during the inspection. This supported their social, cognitive, gross, and fine motor development.

### Supporting relationships with Children:

- Staff were observed to use positive and respectful language on the day of inspection, acknowledging the children's achievements with praise and recognition.
- Children were encouraged by staff to explore their environment and given freedom of choice in their daily routine.
- Children's holistic development was supported through movement songs, dancing and activities which were observed during the inspection.

- Transitions were observed to be well managed and children engaged well with tidying up and putting their toys and equipment away. This promoted self-esteem and independence.
- The service used daily record forms and updated parents/guardians on their child's day this included activities, mealtimes, toileting, and sleep updates. Staff were observed to chat informally with parents at collection time.

### Non-Compliance Information

1. On the day of the inspection, it was observed that one child's basic needs were not met. Evidenced by the following.
  - A child was observed to be left in a wet top that was not promptly changed by staff. Wet clothes can cause a child to feel discomfort. A similar non-compliance was observed on the previous inspection in August 2024 and the preventive action had not been sustained.
2. Mealtime practices in the Buddy Bear room did not support the children to engage in a timely and enjoyable dinner. The following was observed.
  - The dinner arrived in the room at 11.38am however the children were not served their meal until 12.13pm. By feeling the outside of a dish, the inspector confirmed the food was no longer warm when served.
  - Eight of fourteen children present in the room for dinner did not eat the main meal. Although an alternative hot meal was available it was not offered to the children, four of whom were observed to eat items from their lunch boxes sent from home. An alternative hot meal should be offered to children who refuse the meal offered.
3. The book area in four of the care rooms were observed to be poorly resourced. There were limited books available and some of the books available were observed to be torn and not in good repair. This inhibited the children's reading experience.
4. Three out of the four battery operated toys in the Boo Boo Room were not working. Cause-and-effect toys help promote joint attention, play skills and exploration. This limited the children's play experience.
5. There were no art resources available at labelled art areas in the Buddy Bear and the Snuggle Bear room. This limited the children's creative experience.

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

#### Corrective and Preventive Action

1. Staff have been trained to identify children's needs and act accordingly. Staff and management has been trained to reassure all children's needs are met in a timely manner. There will be refresher training every three months.
2. Management have corrected cooking and serving times, so the children get the food at the right temperature in a timely manner. Also, there will be an alternative hot meal in case the children don't want the first option. Management have also implemented a system where the teachers will advise when the children are ready to get the food, so managers know when to serve it.
3. Management have renewed all the books in every classroom and removed all the books that weren't in a good condition. Teachers will remove anything that gets broken straight away and they will order a replacement with the manager.
4. Management have provided new batteries and made sure everything is working in the room. Teachers have now extra batteries in the art press in the hall so they can replace them themselves.
5. Management have provided more art resources to the teachers. The service has linked with a government quality support agency to help the teachers to maintain certain areas and learn more about it.

### **Supporting documentation submitted**

1. Documentary evidence of staff training.
2. No supporting documentation submitted.
3. Photographic evidence of new books in all care rooms.
4. No supporting documentation submitted.
5. Photographic evidence of art resources.

### **Summary Comment**

The corrective and preventive actions taken by the registered provider are sufficient to address the non-compliances identified under Regulation 19.

## 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 entrance door leading into the premises was appropriately secured and monitored by staff to prevent children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises. A visitor's log was in place and the inspection team were requested to sign in.
- The outdoor play area was secure reducing the risk of children from exiting unsupervised and to restrict unauthorised persons from gaining access to this area.
- The kitchen was not accessible to the children and the door remained closed throughout the inspection.
- Radiators were positioned high up on the wall inaccessible to children. This prevented a child from being injured from the heat source.
- Blind cords were secured safely out of reach of the children.
- There were window restrictors on windows. This ensured the windows remained safely open.

##### Infection Control:

- There were foot pedal operated bins available in the care rooms to allow hygienic disposal of contaminated materials.
- The premises was observed to be in a clean and hygienic condition. Cleaning schedules were filled out and displayed on the wall of the care rooms.
- Children have their own individually labelled linen and blankets for sleep time.
- Soothers were individually stored.
- Windows in the care rooms were observed to be open which allowed for circulation of air and reduced the risk of cross infection.

##### 1Safe Sleep:

- Children under two years of aged were provided with own labelled cot for sleeping. Children over two years of aged were provided with their own individual sleep mat.
- Staff maintained a record of the children that slept, to include their colour, breathing and position every 10 minutes.
- An ambient temperature of 18-22°C was maintained for sleeping children over one year old in care rooms. Evidenced by the following:

- The temperature in Cot 1 room was recorded at 21.2°C while four children slept.
- The temperature in Cot 2 room was recorded at 21.5°C while two children slept.
- The temperature in the Polar Bear room was 22°C while five children slept.
- The temperature in the Snuggle Bear room was 21°C while five children slept.

### Fire Safety:

- On the day of the inspection, it was observed that all fire emergency exit doors were clear from obstruction and staff were aware of evacuation procedures. This helped ensure the safe effective evacuation of children and staff in the event of an emergency.

### Non-Compliance Information

#### General Safety:

1. Cleaning agents were observed to be stored in a press under the sink in the Snuggle Bear room. The safety lock on this door was not working which made them accessible to children and posed a risk of injury to children.
2. There was a trailing flex accessible to children observed in the Teddy Bear room. This posed a risk of injury. A similar non-compliance was observed on the previous inspection in August 2023 and the preventive action had not been sustained.
3. There were no visibility strips on full length window in the Cub Bear room. This posed a risk of injury. This non-compliance was observed on the previous inspection in August 2023 and the preventive action had not been sustained.
4. Chairs were observed to be stacked in hazardous positions, posing a risk of injury. Evidenced by the following:
  - There were five chairs stacked on top of each other in the Boo Boo room.
  - There seven chairs stacked on top of each other in the Snuggle Bear room.
  - There were eight chairs stacked on top of each other in the Buddy Bear room.
  - There were ten chairs stacked on top of each other in the Teddy Bear room.
5. The plastic caterpillar tunnel in the outdoor play area was damaged and the plastic was observed to be cracked. This posed a risk of injury

#### Infection Control:

6. Nappy changing and handwashing was observed to be at variance with the service infection control policy and was not in line with best practice. Evidence by the following.

- Three children were observed to have their hands cleaned with wipes and did not have their hands washed following nappy changing.
- A staff member was observed to use a hand sanitiser and did not wash their hands following the nappy changing of three children.
- A staff member was not observed to disinfect the nappy changing mat after each nappy changing procedure. Three nappy changing procedures were observed.
- Staff were observed to use hand wipes instead of washing the children's hands with warm water and soap in one of the care rooms before dinner time.

Similar non-compliances were observed on the previous inspection in August 2023 and the preventive actions had not been sustained.

7. Perishable snacks such as yoghurt and ham brought by the children from home for morning snack time were not stored in a fridge, this increases the risk of bacteria multiplying to levels which could result in illness in young children.
8. The fabric on a chair in the Teddy Bear room was observed to be torn with the foam exposed. This posed a risk of cross infection.
9. There was no foot pedal operated bin in the Buddy Bear room sanitary area. This did not allow for hygienic disposal of contaminated materials and posed a risk of cross infection.

### Fire Safety:

10. The attendance of the children was not accurately recorded on the attendance record log in one of the care rooms. Evidenced by the following.

- A child observed to go home at 10.30am was not marked out in the attendance book until 11.30am.
- On review of the attendance book the inspector noted that four children had not been marked out from the previous day.

This reduced the effective evacuation in the event of an emergency.

Action submitted by the Registered Provider

### **Corrective & Preventive Action**

#### **General Safety:**

1. Management have fixed the press in Snuggle Bears Room. Management have employed a handyman that will work on an on-call basis, so he can repair everything in a short time.
2. Management have removed all cables from the rooms. Staff can now charge the tablets in the office. Every afternoon before closing time, staff will bring the tablets to charge in the office. This system will help avoid accidents and ensure tablets are always ready to use.
3. Management have corrected this immediately by purchasing and sticking the visibly strips in Cub Bears window. Management have given the staff plenty of them so they can re install them if they fall off.
4. Teachers are not allowed to stack chairs anymore. Management have trained and explained to teachers the risk of stacking chairs.
5. The broken piece of the caterpillar has been removed by the service's handyman. The new handyman will check with the managers of the creches, and a snag/repair list will be sent weekly.

#### **Infection Control:**

6. Teachers were retrained in the Infection Control Policy. There will be training every 3 months and internal inspections will be carried out.
7. Perishable snacks won't be allowed on the premises. Management have informed parents of this change and remind them of our healthy eating policy. Examples of healthy snacks for the lunchboxes are available on service website.
8. Management have purchased a new cover for that chair. Teachers will get rid of anything that gets broken straight away and they will order a replacement with the manager.
9. Management have changed the bin in Buddy Bear Room for a pedal bin. Teachers and managers have been retrained in the Infection Control Policy.

#### **Fire Safety:**

10. All staff and management have been retrained in fire and evacuation policy and it has been explained again the correct procedure and importance of the attendance books being accurate. Managers will check regularly throughout the day to make sure the roll books are accurate.

### **Supporting documentation submitted**

#### **General Safety:**

1. Photographic evidence of fixed press under the sink in the Snuggle Bear room.
2. No supporting evidence submitted.

3. Photographic evidence of visibly strips in Cub Bears window.
4. Photographic evidence of chairs not stacked.
5. Photographic evidence of fixed caterpillar.

### Infection Control:

6. Documentary evidence of staff training.
7. Photographic evidence of service website.
8. Photographic evidence of new chair purchased.
9. Photographic evidence of new pedal bin.

### Fire Safety:

10. Documentary evidence of staff training.

### Summary Comment

The corrective and preventive actions taken by the registered provider are sufficient to address the non-compliances identified under Regulation 23.

## 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.*

### Non-Compliance Information

- (1) On review of the staff roster, it was observed that the one staff member with First Aid Responder (FAR) training was not available to the children at all times. It is acknowledged that four staff members rostered hold a first aid qualification and the inspection team were shown evidence that staff members are provisionally booked to undertake FAR training.

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

#### Corrective and Preventive Action

- (1) Three staff members now have their FAR course completed. Management will make the rosters around the staff with the FAR Cert so there's always someone with FAR on the premises.

#### Supporting documentation submitted

- Documentary evidence to show that four staff hold First Aid Responder (FAR) certification.

### Summary Comment

The corrective and preventive actions taken by the registered provider are sufficient to address the non-compliances identified under Regulation 25.

## 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.
- (2) The record referred to in paragraph (1) shall be open to inspection by-
- (a) a parent or guardian of a pre-school child attending or proposing to attend the pre-school service,
  - (b) an employee, and
  - (c) an authorised person
- (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) The registered provider ensured there was a record maintained of all fire drills which had been completed in the service. The records indicated and staff members reported that fire drills were carried out monthly. The last recorded fire drill took place on 22 January 2025.
  - (b) A record was kept of the maintenance of the fire extinguishers in the premises which were certified as having been serviced most recently in October 2024. Smoke alarms were serviced on 29 January 2025.
- (2) Records were open to inspection by an authorised person. All records requested by the inspection team were available for review.
- (4) The evacuation procedure was conspicuously displayed in the hallway of the premises and contained details in relation to the procedure to be conducted in the event of a fire or emergency in the service.

## Part VI - Safety

### Regulation 28 - Insurance

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

#### Compliance Information

The registered provider ensured the service was adequately insured to reflect the type of care provided. The insurance certificate had an expiry date of 27 March 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) (a)(b)(c) There was a complaints policy available detailing the procedures to be followed for making a complaint, the manner in how the service deals with a complaint, and the procedures for keeping the complainant informed of this process.

(2) (a)(b) A review of documentation and conversation with the general manager showed there had been no complaints received since the last inspection.