

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2018GY514
--------------------------	-------------

<b>Name of Service:</b>	Spraoui Early Learning Centre
-------------------------	-------------------------------

<b>Address of Service:</b>	Stradbally North, Clarinbridge, Co. Galway
----------------------------	--

<b>Eircode:</b>	H91 DP7K
-----------------	----------

<b>Name of Registered Provider:</b>	Theresa Murphy
-------------------------------------	----------------

<b>Service type:</b>	Full Day, Part Time, Sessional
----------------------	--------------------------------

<b>Date of Inspection:</b>	13/02/2024
----------------------------	------------

<b>No of pre-school children:</b>	AM	46	PM	43
-----------------------------------	----	----	----	----

<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Quality and Regulation Directorate, Clinical & Administration Building, Block A - (1st Floor- Green Corridor), Merlin Park, Galway.
<b>Inspection undertaken by:</b>	S. Meehan and A. Mc Carthy.
<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
---------------------------------	----------------

### Description of service

This privately owned childcare service and is under the present management since 2018. The service is in the village of Clarinbridge, Co Galway. The service offers a full day, part time, sessional programmes of care from 8 am to 6 pm, from Monday to Friday, for children aged between 0 to 6 years of age. During the inspection four care rooms were in operation were in operation, the service has 2 designated sleep rooms and a designated kitchen where the hot meals are reheated. The service also has a designated utility, staff kitchen and dining area in a separate building. To the rear and side of the pre-school is a secure outdoor play area for children's play, exploration and exercise during the day.

### Staffing

The area manager, the service manager, 2 floaters and 9 members of staff were working directly with the children. The registered provider was not present on the day of 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 and safety. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9, 11, 16,19, 27 and 32; however, on inspection additional non-compliance which posed a risk was identified under Regulation 23. 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

The inspection was triggered by information received by the Early Years Inspectorate.

## Acknowledgments

The inspectors wish to acknowledge the cooperation of the area manager, 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

(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,
- (b) consideration of references from reputable sources in the case of a person who has no past employers,
- (c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and
- (d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.

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

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5;
- (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and
- (c) these Regulations.

#### Compliance Information

(1)(a) The service manager was the designated person in charge and there was a named person available to deputise as required in the service.

(b) The person in charge was on the premises when the early years inspectors arrived and remained for the duration of the inspection. Staff rosters indicated that either the designated person in charge or a deputy were available, on the premises, when the pre-school children were present.

All thirteen staff files were reviewed by the Early Years Inspectors.

(2) (a)&(b) Twenty-six written validated references were on file from a past employer or reputable source for thirteen adults.

(c) Garda vetting disclosures were available in respect of thirteen staff working in the service.

(d) Eleven adults worked outside the jurisdiction, for longer than six consecutive months or more, while over the age of 18 years and had the required police vetting disclosure.

(4) Thirteen adults who were working directly with the children, had evidence of an award in Quality and Qualifications Ireland (QQI) at a Level 5 on the National Framework of Qualifications in Early Childhood Care and Education or a qualification deemed by the Minister to be equivalent.

(7) There was a supervision policy in place and when staff were asked in relation to the policy by the inspectors, staff informed that this is carried out on a weekly basis by the manager and records were available to demonstrate this. All staff members had signed copies of completed induction training on file.

## 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) On the morning of the inspection, there were forty-six preschool children present with 11 adults working directly with, caring and supervising these children.
- In the afternoon, of the inspection, there were forty-three children present being cared for by 11 adults. The person in charge and area manager assisted with the administration duties of the inspection, acted as childcare relief and carried out cooking duties in the service kitchen.
- (2) The roster indicated that the adult to child ratio was maintained throughout the day.
- (8)(a) During the inspection indicated that more than 2 adults were on the premises when the preschool was operating.

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

### Compliance Information

- (h) A record was maintained for all children in attendance.
- (i) The staff roster was reviewed by the inspectors and met the requirements, which included start and finishing times of each person, breaks and who was on kitchen duty.

(k) A sample of 9 children’s accidents and incidents were reviewed. They were signed by the parent or guardian, which is in line with the service Accident & Incident Policy.

## 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

19(1)(a)

#### BASIC NEEDS:

- The children ate their snacks provided by their parents and guardians. Perishable items were stored in the fridge prior to snack time. The morning snack consisted of fruit, crackers, cheese and sandwiches and the choice of milk or water. Children were also served pancakes as a treat on pan cake Tuesday.
- The hot meal of the day was meatballs, pasta, sauce and cheese an alternative meat free hot meal was also offered. The afternoon snack consisted of cheese, yogurts, fruit or rice cakes with milk or water.
- Crockery and plates were offered and used during children’s snack and meal times and were appropriate for the age and stage of development of the children.
- Children’s own bottles were available and accessible on a drinks table to allow children to self-serve when thirsty in each playroom.
- The adults supervised children’s hand washing before and after snack time and after toileting.
- The children who were toilet trained, toileted independently or with some assistance as required.
- Children in nappies were changed in a timely manner by adults.
- There was a quiet rest area with soft seating, in the playrooms to accommodate children’s rest or to opt out of an activity.

- All the children played outside on the day of inspection and were suitably dressed when playing in the outdoor environment.

### SUPPORTING RELATIONSHIPS AROUND CHILDREN

- The service provided parents and guardians with daily information on their child's experiences in the pre-school including the child's likes, interests, preferences, and play activities engaged in. This information was shared at collection times, via text messages, by phone calls, a childcare application and by email.
- Adults interacted in a positive way with the children e.g., they sat at children's level, maintained good eye contact, showed empathy and were familiar with each child's needs.
- The service was observed to be respectful of inclusion and diversity within the setting. Childrens dietary requirements, culture, food and nationality was celebrated.
- The inspectors spoke to a parent whose child was starting on a phased basis into the service. The parent stated that a care plan was put in place prior to their child starting and they are updated about their child's care via the service multimedia application and at drop off and collection.

### Non-Compliance Information

#### Supporting Relationships

1. Some adults were observed not being able to communicate effectively with the children in their care or with the inspection team due to a language barrier. Three staff when asked questions in relation to the care of the children, hours of work, children's dates of birth and policies of the service were unable to understand and communicate effectively. This was a non-compliance on the previous inspection on the 24<sup>th</sup> of April 2023 where the registered provider stated that staff would take extra english lessons.
2. It was observed in the Lions playroom that after children returned to the playroom from outdoor play, transitions were not planned from one activity to the next. Children were observed to be left sitting with no activity planned by the adults.

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

The registered provider responded to say:

#### Corrective and Preventive Action

- Two staff have enrolled in English classes to improve their level of speaking and understanding of English.  
Regarding the third staff member, attached is a certificate outlining the level of English in which they have. In future the service will insist that staff have a good command of English before working in the service.
- The manager will ensure that adults working in the service are aware of the need to plan activities ahead and the manager will undertake to do spot checks in future.

### **Supporting documentation submitted**

- Photographic evidence of certs submitted to the Early Years Inspectorate.
- No evidence submitted.

### **Summary Comment**

1 & 2. The evidence submitted has been reviewed and statement made by the registered provider and has deemed it has met the requirements of this part of the regulations.

## 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.*

### **Non-Compliance Information**

#### **Infection Control:**

- In conflict with the service nappy changing policy the nappy changing procedures observed were not completed correctly. Two staff did not consistently wash their hands prior to and after nappy changing and this may pose a risk of cross infection for a preschool child. This was a non-compliance on the previous inspection on the 24<sup>th</sup> of April 2024.

### **Action submitted by the Registered Provider**

The registered provider responded to say:

#### **Corrective & Preventive Action**

#### **Infection Control:**

The service has completed on site training for nappy changing that all staff have completed. The service will continue to carry out on the spot inspections with staff to ensure that they are carrying out the nappy changing correctly.

### Supporting documentation submitted

#### **Infection Control:**

A table to outline how the manager will be carrying out nappy checks with the staff and a posters that have been added to each nappy room to support staff in each step that is to be carried out during a nappy change.

### Summary Comment

The photographic evidence submitted to the Early Years Inspectorate was reviewed and has been deemed to have met the requirements.

## Part VI - Safety

### Regulation 27 – Supervision

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

#### Compliance Information

The registered provider ensured that all children were appropriately supervised, when attending the service. On the day of inspection, constant careful supervision by both sight and sound occurred to ensure children's safety. The adults were observed supervising children in the outdoor play areas, at toileting, in the playroom and at sleep time on stackable beds and in the designated sleep rooms.

## 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.

(3) A record in writing referred to in paragraph (2)(a) shall-

(a) include the nature of the complaint and the manner in which the complaint was dealt with, and  
(b) be open to inspection on the premises by an authorised person.

### Compliance Information

(1)(a), (b), (c)

The service when asked stated they had no recent complaints.

The service has a complaints policy outlining the process and procedure for:

- How to make a complaint, who the named person in the service is that deals with complaints and that they are treated in a confidential manner.
- The implementation of the complaint's procedure and how the service deals with complaints.
- The manner through which a complaint is dealt with, and the procedures in which a complainant is kept up to date in relation to the complaint.
- The policy outlines the different steps in the complaint's process and the right of appeal.

(3)(a)(b) The policy outlined how the complaint is dealt with and that it is open for inspection by an authorised officer.

(4) The service policy detailed that a record is maintained for two years from the date on which the complaint was made.

### Non-Compliance Information

(1)(a), (b), (c)

In conflict with the service policy when 2 staff were asked the procedure in relation to when they received a complaint, they were unable to demonstrate an adequate knowledge of the policy and procedure.

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

The registered provider responded:

### **Corrective and Preventive Action**

Staff were given the policies to read up on to gain a greater understanding of the policies and procedures. The management will ask on the spot questions to ensure they have a knowledge of policies and procedures.

### **Supporting documentation submitted**

None submitted.

### **Summary Comment**

The Early Years inspectors accepts the response from the registered provider and has deemed it has met the regulatory requirements.

## Part VI - Safety

### Regulation 24 - Checking in and out and record of attendance

*(1) A registered provider shall ensure that each pre-school child attending the service is checked in and out of the service by an employee or an unpaid worker.*

### Compliance Information

- (1) The attendance record was reviewed and all children were signed in and out of the service through the multimedia application.