

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2019DR002				
Name of Service:	Nurture Childcare Limited/ Once Upon A Time				
Address of Service:	Lidl Neighbourhood Centre, Corbawn Lane, Shankill, Shankill, Co. Dublin				
Eircode:	D18 WY28				
Name of Registered Provider:	Ann-Marie McCormack				
Service type:	Full Day				
Date(s) of Inspection:	13/06/2023				
No of pre-school children:	<table border="1"> <tr> <td>AM</td> <td>56</td> <td>PM</td> <td>55</td> </tr> </table>	AM	56	PM	55
AM	56	PM	55		

Address of the Early Years Inspectorate:	Early Years Inspectorate, 180-189 Lakeshore Drive, Airside Business Park, Swords, Co. Dublin
Inspection undertaken by:	M. McDonnell and E. Hosford
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

Nurture Childcare Limited/ Once Upon A Time based in Shankill is one of nine services owned and operated by Nurture Childcare Limited. The service is registered to provide full day care for children aged from 0 - 6 years old. The service operates on Monday to Friday from 7.30am until 6.30pm.

Staffing

The registered provider does not work in the service. On the day of inspection there was a manager, from the head office of the company, working in the service. There were ten staff, including the person in charge, on the roster who work directly with the children.

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 – 9 (1)(a)(b)(c), 9 (2)(a)(b)(c)(d), 9(3), 9(4), 9(6), 9(7), 19(a), 23 and 30. However, on inspection an additional non-compliance was identified under Regulation 25. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under Regulation 9 - management and recruitment, 9 (1)(a)(b)(c), 9 (2)(a)(b)(c)(d), 9(3), 9(4), 9(6), 9(7) Regulation 19 – Health, Welfare and Development of a Child, Regulation 23 – Safeguarding Health, Safety and Welfare of a child and Regulation 25 – First Aid and Regulation 30 – Minimum Space Requirements. As a result, the scope of the inspection included the Baby, Wobbler and Montessori Room and did not include the Pre-Montessori room. Regulation 11- staffing levels was assessed in all care rooms that were in operation on the day of inspection.

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

An Immediate Action Notice (IAN) was issued on the day of inspection in relation to regulation 23 Safety. A response to the immediate action notice was received on the 13 June. The inspector engaged with the service and requested a further response which was received on the 14 June 2023.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the 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

(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.

(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;

Compliance Information

The inspectors reviewed files of all staff members rostered to work in the service the week of the inspection and the manager from head office who was on site during the inspection. There were 5 new staff employed since the last inspection completed on 3 June 2022.

(2)(a) Of the 22 references required the registered provider had 14 written and validated references required from a past employer.

(b) Of the 22 references required the registered provider had 8 written and validated references required from a source other than a previous employer.

(c) A Garda vetting disclosure was available for the 10 staff members on roster to work in the service and the manager from head office.

(d) On the inspectors' review of the files there was documentation to show that four staff members did not require international police vetting. The required police vetting was available for the other seven staff members who had resided outside of the jurisdiction for six months or more.

(4) There was evidence that all the 11 staff members who worked directly with the children held a major award in Early Childhood Care and Education at Level 5 or above on the National Qualifications Framework or deemed by the Minister to be equivalent.

(7) The inspectors reviewed documentation which showed that new staff members had undergone an induction process. Staff discussed this induction process with inspectors.

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

(8) (a) The staff roster provided demonstrated that a minimum of two adults were on the premises at all times.

Non-Compliance Information

- (1) The registered provider did not ensure that there was an adequate number of staff working with the children at all times as reported in 11(2).
- (2) On the day of inspection, the following ratios were observed during staff allocated breaks;

Room	Time	Number and age range of children (years)	Number of staff required	Number of staff available	Minimum adult to child ratio requirement
Cot Room /Wobbler Room	12.20– 12:46	15 aged 1-2.	5	3	1:5 (1-2 years)
		<u>11 aged 2-3</u> Total =26			1:6 (2-3 years)
Pre-Montessori Room	12.55 – 1.20	10 aged 2-3	2	1	1:6 (2-3 years)
Pre-Montessori Room	12.55 – 1.30	14 aged 2-3	3	1	1:6 (2-3 years)
Pre-Montessori Room	12.55 – 1.55	15 aged 2-3	3	1	1:6 (2-3 years)
Montessori Room	12.00 – 1.35	21 aged 3-4	3	2	1:8 (3-6 years)

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1) and (2)

In response to the non-compliance the registered provider has stated that the service have hired extra staff.

Supporting documentation submitted

(1) and (2)

- Documentary evidence of a staff roster dated 23 to 27 October 2023 demonstrating that 11 staff are employed in the service and that 4 staff members from the head office are rostered to be present in the service each daily from 10am -6pm.
- Documentary evidence of two new staff members employed in the service.

Summary Comment

The registered provider has submitted documentary evidence that 11 staff members are employed in the service with the assistance of 4 area managers who are available during the day to assist when required. The non-compliance has 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:

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

Non-Compliance Information

(1) (i) The roster provided to the inspectors at 10.50am for the day of inspection was not reflective of the staff working in the service. A staff member working in the service on the day of inspection was not noted on the roster. The roster also did not demonstrate that a staff member scheduled to work in one room was working in a different room.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

In response to the non-compliance the registered provider has stated that the roster will be reflective of the Head Office staff when they are meant to be present in the centres. This can change throughout the week.

Supporting documentation submitted

(1)(i)

Documentary evidence of a staff roster dated 23 to 27 October 2023 demonstrating that 11 staff are employed in the service and that 4 staff members from the head office are rostered to be present in the service daily from 10am -6pm.

Summary Comment

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

Compliance Information

Basic Care needs

- The inspector observed that children were responded to in a timely manner in regard to basic hygiene needs in the Baby and Wobbler Rooms. For example, children had their noses wiped and children's nappies were changed throughout the day as required.
- Water was available to the children throughout the day.

Supporting relationships

- The inspector observed staff interacting in a kind manner to children in the Wobbler Room. Children were read a story called 'The Hug' and on conclusion of the story children were asked by staff if they would like a hug. Comfort was given to children who showed signs of being upset during transitions into the room.

Physical environment

- Rest areas were available for children to relax as required. These areas comprised of soft mats, tents, cushions and soft toys.
- A range of play equipment was available in the outdoor area. The main garden was covered with artificial grass. Trees were available which were observed to provide a shaded area. There were seats available for children to rest and play equipment included seesaws, wheelbarrows, sand trays with spades and buckets.

Non-Compliance Information

Basic Care needs

1. The registered provider did not ensure the basic care needs of some children were met when there were unplanned moves of children between rooms. It was observed throughout the inspection that the

movement of children by staff from the Baby and Wobbler rooms were not planned transitions with consideration given to each child's basic needs and their individual requirements.

- The majority of the children in the Wobbler room were provided with their dinner at 11.00am. A child, aged 20 months old, was moved from the Baby room to the Wobbler room at 11.14am. This child, and another from the Wobbler room, were sat together on a separate table to their peers. At this time, they were waiting for their dinner until 11.26am whilst their peers ate, as there was no dinner available for them in the room. The child from the Baby room also had to wait for their bib and water to be brought from another room.
- As the Wobbler room was to be prepped for sleep the aforementioned child was asked at 11.35am if they were finished their dinner when they had a half a bowl left and were still actively eating.

Physical and Material environment

2. The registered provider did not ensure that children's individual choice was promoted to support the welfare and development of children.
 - In the Baby room an art activity did not allow children to participate in a programme of activities on an individual basis. One brush was available to the five children present. The staff member took turns with each child individually. At this time a child remained in a highchair until it was their turn. Another child was observed by the inspector getting restless.

Supporting relationships

3. The registered provider did not ensure that individual care plans to support the development and inclusion of children were available for all children who required them. A care plan for a child who required it was not available for review on the day of inspection.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Basic Care needs

1. In response to the non-compliance the registered provider has stated that the service will minimise the movement of children, and that new staff have been hired.

Physical and Material environment

2. The registered provider has stated that staff have been reminded to allow children to express themselves through art. Child led activities have been addressed with the staff.

Supporting relationships

3. The service responded to the non-compliance stating that all care plans are on the premises, these are checked regularly, staff must read and sign each care plan. The child in question has now left the centre so there is no additional information needed for this child. Care Plans are onsite and read and signed by all staff.

Supporting documentation submitted

Basic Care needs

1. Evidence of two new staff employed in the service submitted along with staff roster for week 23-27 October 2023 demonstrating 11 staff present with 4 managers from head office available from 10am to 6pm daily.

Physical and Material environment

2. No supporting evidence submitted.

Supporting relationships

3. No supporting evidence submitted.

Summary Comment

The registered provider's response has addressed the non-compliances in the corrective and preventive actions. However, the Inspectorate is not assured of overall compliance as no documentary evidence was submitted to support their actions for non-compliances 2 and 3. This will be reviewed on next inspection.

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 service had a secure entrance with a buzzer and keypad system to support the supervised access and exit of children and visitors to the service.
- A visitor's log was available and inspectors were requested to sign into the service.

Infection Control:

- The communal areas of the service were observed to be clean. There were cleaning schedules available for each room and the general areas.

Safe Sleep:

- The inspector observed staff complete and document 10 minute checks on children who were sleeping. These documented the child's position, breathing pattern and colour.

Non-Compliance Information

Safe Sleep:

1. The registered provider did not ensure that the temperature of the rooms whilst children slept was maintained between 16-20°C for safe sleep. This was evidenced by the following.
 - The inspector observed that the service's own temperature monitoring devices recorded the following temperatures:
 - At 12.35 the wobbler room temperature was 23°C whilst 12 children, aged 1-3 years slept. The temperature of 23°C was still recorded at 13.10.
 - At 13.13 the cot room temperature was 23.9°C whilst 11 children, aged 1-2 years slept.

Actions taken on the day, such as opening the Wobbler room door, and opening a window and putting on an air conditioning unit in the Cot room, did not sufficiently reduce the temperature. An immediate action notice was issued on the day of inspection for the temperature of the rooms whilst children slept. It is acknowledged that external temperatures on the day of inspection reached 28°C.

Infection Control:

2. Effective infection control measures were not in place to prevent the spread of infection. The following was observed:
 - A child who was having a soiled nappy changed was playing with a toy, including mouthing the toy. This toy was with the child throughout the changing procedure and was taken back into the care room with the child. This child returned to the care room without their hands being washed or the staff members hands being washed.
 - Three children in the Baby room did not have their hands washed before their dinner.
 - Cots in the Cot room whilst children slept were not placed 50 cm apart.

Fire Safety:

3. The attendance records did not support safe fire evacuation. A child who was moved to the Wobbler Room from the Baby room was not signed into the Wobbler room. However, two other children who had moved from the Baby Room to the Wobbler Room had been signed into the Wobbler room. The

attendance records used by staff to account for children in the event of a fire were not reflective of the number of children in the room. The record showed to the inspector had 15 children in the rooms whilst there were 16 children in attendance in the Wobbler Room.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. In response to the non-compliance the service has stated that they have linked in with a company to provide air conditioning units should they be needed going forward.

Infection Control:

2. The service has responded to the non-compliances as follows:

- Staff have been trained in the changing policy ensuring they do not allow children to take toys into the changing area with them. Staff have also been retrained to ensure they are washing their hands and children's hands after each nappy change.
- The importance of hand washing has been readdressed with all staff within the centre.
- Cots have been moved around to ensure the 50cm distance.

Fire Safety:

3. The service have responded to the non-compliance by stating that staff have been reminded of the importance of signing children in and out correctly and on time. The room leaders will ensure this is done each day. The manager will check the logs regularly throughout the day to ensure all the children are marked in. We have implemented new spot check forms for managers, assistant managers, and area managers to complete. This is to ensure the highest of standards in the centre and to be confident in the compliance of the centre.

Supporting documentation submitted

General Safety:

1. Documentary evidence of a quotation to supply and fit air conditioning units.

Infection Control:

2. Documentary evidence of staff retraining on handwashing and nappy changing that occurred during August, September, and October 2023.

Photographic evidence of two cots positioned with 50 cm between them.

Fire Safety:

3. No supporting evidence submitted.

Summary Comment

The registered provider submitted a response which addressed non-compliance 1 and 2 through the corrective and preventive actions. However, the Inspectorate is not assured of overall compliance as no documentary evidence was submitted to support the action for non-compliance 3. This will be reviewed on next inspection.

Part VI - Safety

Regulation 25 - First aid

(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.

(2) A registered provider shall ensure that a suitably equipped first aid box for children-

(a) is safely stored in an easily accessible and conspicuous position on the premises, and

(b) is available to the children attending the pre-school service at all times.

Compliance Information

(2)(a) & (b) Suitably equipped first aid boxes were easily accessible to adults and available on the premises.

Non-Compliance Information

(1) The registered provider did not ensure that there was a staff member with certification in First Aid Responder (FAR) training available at all times to the children attending the service. First Aid training certification was submitted for staff who were available on site. However, a training certificate, titled 'In house FAR' was submitted for one staff member. This certificate did not demonstrate that the FAR training undertaken was accredited by the Pre-Hospital Emergency Care Council (PHECC).

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1) The registered provider has stated that two staff have now been trained in First Aid Responder Certification.

Supporting documentation submitted

(1) Documentary evidence of two staff members with First Aid Responder Certification along with the service roster dated 23 to 27 October 2023.

Summary Comment

While it is acknowledged that two staff members currently have First Aid Responder certification, it is noted that the roster submitted did not evidence that a person trained in First Aid Responder was always present in the service. The Inspectorate is not assured of overall compliance and it will be reviewed on next inspection.

Part VII - Premises and Space Requirements

Regulation 30 - Minimum space requirements

(1) Subject to paragraphs (2) to (6), a registered provider shall ensure that adequate clear floor space is available in the premises for the work, play and movement of children attending the pre-school service.

(2) A registered provider of a full day care service or a part-time day care service shall ensure that the minimum amount of clear floor space specified in column (3) of Schedule 7 opposite a particular reference number specified in column (1) of that Schedule in respect of the age range of children specified in column (2) thereof at that reference number is available for each child in that age range attending the service.

Compliance Information

(1) The registered provider ensured that there was adequate floor space available in the Baby Room, Pre-Montessori Room and Montessori room on the day of inspection.

(2) The inspectors observed the following;

- In the Baby room there was a maximum of 5 children aged 1-2 years old attending and there was 29m² available.
- In the Pre-Montessori room, there was a maximum of 14 children aged 2-3 years old attending and there was 34m² available.
- In the Montessori room there was a maximum of 21 children aged 3-6 years old attending and there was 51m² available.

Non-Compliance Information

- (1) The registered provider did not ensure that there was adequate floor space available in the Wobbler Room.
- (2) The inspectors observed the following.
 - There were 16 children aged 1-2 years old in attendance in the Wobbler Room. The space available was 42m² and the space requirement for full day care children aged 1-2yrs is 2.8m² per child. Therefore, the room can only accommodate 15 children and not the 16 present.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

In response to the non-compliance the registered provider has stated that there are 15 children now present in this room and that the projection manager ensures no additional children are added to this room.

There are always only 15 accommodated in this room. The manager will ensure the space ratio is followed.

Supporting documentation submitted

No supporting evidence submitted.

Summary Comment

The registered provider's has submitted a response in relation to the non-compliances through the corrective and preventive actions. However, the Inspectorate is not assured of overall compliance as no documentary evidence was submitted to support their actions. This will be reviewed on next inspection.