

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2019DY002
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Name of Service:	Hyde & Seek Childcare
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Address of Service:	7-9 Prospect Avenue, Glasnevin, Dublin 9, Co. Dublin.
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Eircode:	DO9 RFN4
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Name of Registered Provider:	Siobhan Davy
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Service type:	Full Day
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Date of Inspection:	18/09/2024
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No of pre-school children:	AM	78	PM	79
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Address of the Early Years Inspectorate:	Early years Inspectorate 2 nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15 D15 CF9K
Inspection undertaken by:	C. Harte and T. Nelson
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

Hyde and Seek Childcare is a full day care service located in Dublin 9 and is one of four services operated by the registered provider. The service is registered to provide early childhood education and care to a maximum of 111 children aged 0 to 6 years Monday to Friday from 7.30am to 6.30pm. The service is currently operating 7.30am to 6.00pm. The service participates in the Early Childhood Care and Education (ECCE) programme, which is delivered on a sessional basis in the morning from 9.15am to 12.15pm and offers a part-time and full-time service. The service also provides a registered school age service in the afternoon. Hyde and Seek operates from a purpose-built premises with six care rooms to include the Baby Room (11 to 15 months), Tiny Tots 1 Room (14 to 22 months), Tiny Tots 2 (20 months to 3 years), Toddler Room (2 to 3 years), Montessori Room (2 years 8 months to 4 years) and Montessori 1 Room (2 years 8 months to 4 years). There are sanitary facilities located off the care rooms and a cot room located between the Baby Room and Tiny Tots 1. Other facilities include an office, kitchen and staff room. There is a roof top garden area and fully enclosed outdoor areas are located off each of the care rooms except for the Montessori room positioned in the middle of the building.

Staffing

There are currently 26 staff employed by the service including the registered provider, three deputy persons in charge, 16 staff working directly with the children, 2 relief staff, 1 administrator, 1 chef and 2 cleaners. There were 23 staff present throughout the day of the inspection including the registered provider, deputy person in charge, chef and childcare staff. In addition, an administrator from head office was present on the day of the inspection.

Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance, health, welfare and development of child and safety. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under:

- Regulation 9(1)(2)(a)(b)(c)(d)(3) (4) (7) Management and Recruitment
- Regulation 11(1)(4) Staffing Levels
- Regulation 19(1)(b) Health, Welfare and Development of the Child
- Regulation 21 Equipment and Materials
- Regulation 22 Food and Drink
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child
- Regulation 32 Complaints

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

- Regulation 9(1)(2)(a)(b)(c)(d)(3) (4) (7) Management and Recruitment
- Regulation 19(1)(b) Health, Welfare and Development of the Child
- Regulation 21 Equipment and Materials
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child

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 registered provider, company directors, 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*

(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

(1)(a) The service had a designated person in charge and named person to deputise as required.

(b) The person in charge was present during the inspection.

(2) A discussion with management confirmed there were eighteen new staff employed since the last inspection held on the 10th of October 2023. The following was reviewed:

- Eighteen full files of staff who were new to the service.
- Eight Garda vetting disclosures for adults employed since before the last inspection.

(a) Twenty-one written and verified references were available from past employers.

(b) Fifteen written and verified references were available from a source other than a past employer.

(c) Garda vetting disclosures had been obtained for all staff. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) Police vetting was available for sixteen staff members who had lived in a country other than Ireland as adults for a period of more than 6 months.

(4) Of the 18 files reviewed evidence was available for 16 staff who worked directly with preschool children attending the service that they either held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications or a qualification deemed eligible by the Department of Children and Youth Affairs.

(7)(a) Discussions with staff and a review of a sample of twelve induction records demonstrated that staff had received appropriate information and been adequately trained in the service policy and procedures. The staff induction consisted of a wide variety of topics including health and safety, interactions, routines, child

safeguarding and hygiene. Management shared presentations with inspectors that are delivered through in person training with new staff during induction.

A sample of five continuous training and support documents were also reviewed which included areas of re-training and performance appraisals.

Non-Compliance Information

(3) A review of available documentation demonstrated that the procedures specified in paragraph (2) were not carried out prior to the employment of 5 staff.

A review of staff files showed that references relating to five staff members were verified after the persons start date.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

Management will review any pending hires and ensure reference validations are complete at least one day prior to starting employment.

Preventive Action

Management will update the documentation list sent to applicants to expand on referee options and requirements for validation. Make greater use of “suitable and competent persons” as referees where course tutors etc are not available. Management will update the recruitment procedure to take into account the above.

Supporting documentation submitted

- Documentary evidence.

Summary Comment

The inspector has reviewed the actions taken and evidence submitted. The non-compliance identified under Regulation 9 has been addressed.

Part III – Management and Staff

Regulation 11 - Staffing levels

(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.

(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.

Compliance Information

(1) There were 78 children being cared for by 15 adults on the morning of the inspection. The registered provider and designated person in charge were rostered and available to assist as required.

(2) Ratios were maintained during the inspection. The following was observed on the morning of the inspection:

Room	Age range	No. of children present	No. of adults present	No. of adults required
Baby room	11 months - 15 months	8	2	2
Tiny tots 1	14 months - 22 months	15	3	3
Tiny tots 2	21 months – 3 years	12	4	3
Toddler	2.5 - 3 years	11	2	2
Montessori room	2 years 8 months - 5 years	15	2	2
Montessori 1	2 years 8 months – 5 years	17	2	2

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare and development of child

(1) A registered provider shall, in providing a pre-school service, ensure that-

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

Compliance Information

(1)(b) The following practices were observed to be in place to support the children attending:

- Drinks and meals at dinner time were served promptly to the children. The mealtimes were observed to be social occasions as children sat and talked with their peers. Children were given sufficient time to enjoy their food. Additional portions were readily available in the care room. Children were encouraged by staff to sample their dinner and given an alternative meal if they did not like the main option.
- Staff demonstrated to the inspector how information regarding, meals were recorded on a software application to be viewed by parents. This was reflective of the children's meals on the day.
- Children were regularly reminded by staff to use the toilet and assistance was provided if necessary, promoting self-care skills and independence.
- Staff were observed being responsive to the childrens needs by encouraging them to drink after returning from the outdoor area and assisting children to remove heavy clothing helping them to remain comfortable.
- Staff created a restful environment using low lighting, monitoring room temperatures and talking with soft tones supporting children's need for rest.
- All children were observed to access an outdoor area on the day of the inspection.
- Staff discussed information sharing with parents is through a software application and information given in daily conversation during collection time at the service entrance by the service manager, administrator or the registered provider.
- Staff shared a sample of the communication sent by email to parents of new children starting and when a child moves care room. This included information such as the room routine, the name of the child's key carer and contact information for any queries.

Non-Compliance Information

(1)(b) Whilst it was acknowledged that staff comforted children who were upset, it was observed that the planning of activities and transitions was poorly managed on the roof top garden for a period of time. For example:

- Children present on the rooftop garden were divided into two groups, to enable one group to participate in a paid football activity with an external facilitator. Children not part of the football activity engaged in bubble play. Several of these children attempted to join the football activity, either by entering the designated area or verbally expressing interest. One child was visibly upset and frustrated.
- Children participating in the football activity also showed signs of frustration as their play was disrupted.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

This issue arose because a paid activity had overrun its allotted time. This was not planned or agreed with the service. The service has since moved to a different provider.

Preventive Action

A new provider is in place for the activity. The activity has been switched to a different outdoor space leaving the roof top garden area available for use.

Supporting documentation submitted

- No documents submitted.

Summary Comment

The inspector has reviewed the actions taken and evidence submitted. The non-compliance identified under Regulation 19 has been addressed.

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 service ensured there was adequate and suitable furniture and equipment available, for example:

- The furniture and equipment in the rooms was observed to be adequate for the number of children in the rooms, it was appropriate for the age range and stage of development of the children in the rooms, and was well maintained, durable and easy to clean.
- In the Montessori room the toys and equipment were laid out on low level shelving, visible to the children, and were grouped in themed areas of interest for example an art area with an easel and chalk, construction area with wooden blocks and small construction toys. Themed areas of interest facilitate children to have a more focused engagement in their play experiences.
- The furniture in the Baby and Tiny Tots 1 rooms facilitated the different stages of physical development such as enclosed areas for safe rolling and sitting of pre walkers, and appropriately positioned furniture to encourage cruising and walking skills.
- There was a variety of play materials and equipment available to the children according to their age and stage of development, which facilitated a range of play experiences including creative, imaginative and language play and promoted exploration and curiosity.
- The roof top outdoor area was a fully enclosed space with synthetic grass. It included a range of toys supporting gross motor movements such as tunnels, bikes and climbing structures. The roof top also included viewing panels enabling the children to observe the surrounding area. On the ground floor small enclosed outdoor spaces were accessed directly from the care rooms except for the Montessori room.

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

The service ensured there was adequate and suitable food and drinks available. For example:

- The service followed a menu plan, conversations with staff, documentary evidence and observations at mealtimes showed there was a varied selection of food available, with alternative options for children with additional or alternative diets
- The service menu was displayed in the entrance hallway. Visual images were used to show the meals of the day.
- Food offered throughout the day included breakfast, a hot meal, snack and a tea. On the day of the inspection the children were offered beef stroganoff for dinner and chicken ala king was available as an alternative meal. Additional portions of dinner were available if required. Tea on the day was carrot and coriander soup.
- Staff were aware of the different dietary requirements of the children in their care room and suitable meals and snacks were provided.
- Meals were prepared to suit the stages of development of the children in each care room.
- The children were given support and supervision when self-feeding.
- Drinking water and individual beakers were freely available in the care rooms.

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 entrance was secure when the inspectors arrived unannounced. The entrance operates with an electronic door release system which is monitored by staff preventing unauthorised persons gaining access or children leaving the service unsupervised.
- The stairway leading to the rooftop garden was clear from trip hazards.
- Cleaning agents were observed stored out of reach of children.
- Finger protectors were observed in place on the doors.

Infection Control:

- Soothers were observed to be individually labelled and stored in lidded boxes.
- Children's bed linen was stored in individual cubbies.
- Children were observed to wash their hands following time in the outdoor areas and before mealtimes.
- Warm water, dispensed soap and hand towels were available supporting effective hand hygiene.
- Pedal operated bins were present in the sanitary areas.

Safe Sleep:

- An ambient temperature of 18-22°C was maintained where children over 1 year old were sleeping.
- Staff were observed to complete physical checks of sleeping children at regular 10-minute intervals and a written record was maintained.

Non-Compliance Information

Infection Control:

1. A Hoover was stored in the Montessori room sanitary area. Sanitary areas should not be used for storage of equipment, this posed an infection control risk.

Fire Safety:

2. Attendance records were not maintained in a timely manner. At 11:48am a review of attendance records demonstrated that a child who was present in the service was not signed in. When this was brought to the

attention of staff the child was immediately signed in and their start time was set to earlier that day. This posed a potential risk of hindering safe evacuation of the premises in the event of an emergency.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. **Corrective action:** The hoover has been moved to the laundry room.
Preventive action: Staff have been advised to store the hoover in the laundry room when not in use.

Fire Safety:

2. **Corrective action:** Staff have been retrained in the sign in and out procedure.
Preventive action: For the next two weeks the supervisor monitored the staff in the room to ensure compliance with the sign in policy.

Supporting documentation submitted

Infection Control:

- Photographic evidence.

Fire Safety:

- Documentary evidence.

Summary Comment

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

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.*
- (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) 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) There was a log maintained of verbal complaints made to the service, and a review of this log for the previous 11 months showed there was evidence available that complaints were dealt with according to the service complaints policy. No formal written complaints had been received to the service.
- (3)(a)(b) The complaints log was made available to the inspectors and detailed the nature of any complaints made and the manner in which they were dealt with.