



Name of Service:	Cocoon Childcare Naas
Address and contact details of service:	Millenium Park First Floor Moritz House Naas Kildare
TUSLA Identifier:	TU2019KE010SA
Type of Service and age profile:	School age care for children aged 4 to 10 years old.
Name of Registered Provider:	Nicola Battams
Inspection Date:	10 October 2023
Previous Inspection Date(s):	Not applicable
Inspectors:	M. McDonnell - Early years inspector C. Whelan - Inspection and registration manager Ann Spain - Registration support manager
Registration Status:	Registered
Additional Information:	The inspection was triggered following the receipt of information received by the Inspectorate.

Legislation:	Tusla's Early Years Inspectorate is the independent statutory regulator of School Age Care Services in Ireland, and its role is to promote and monitor the safety and quality of school age care provision in accordance with the following legislation: • The Child and Family Agency Act 2013 Part 12 58 (G). • The Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018). A School Age Care Service is one which caters for children under the age of 15 years enrolled in a school providing primary or post primary education. The service may provide a range of activities that are developmental, educational and recreational in manner, which take place outside of school hours, the primary purpose of which is to care for children where their parents are unavailable. It is the responsibility of a registered provider to ensure the safety and well-being of school age children and the above legislation authorises Tusla to assess compliance with the Regulations.
Inspection Methodology:	The inspection was unannounced to assess compliance with the Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018) and the Child Care Act 1991, Section 58 as amended by Part 12 of the Child and Family Agency Act, 2013. The findings on inspection are based on: • Information obtained through examination of documentation • Direct observation • Discussion with relevant staff This inspection aims to determine the extent to which service is appropriate for the care, safety and wellbeing of children in accordance with the regulations cited above.

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 corrected the non-compliance and will prevent them 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.

Description of Service:

Cocoon Childcare Naas is one of several services operated by the registered provider which are based in Kildare, Dublin, and Wicklow. Cocoon Childcare Naas is a school age care, for children aged 4 to 10 years old, and pre-school service based in a business park in Kildare. The service is registered to open Monday to Friday between 7.15am and 6.30pm. During term time the school age service operates from 1.30pm to 6.30pm. The service operates from a single storey building with a specific room allocated to the school age children. The children have direct access to an outdoor space from the care room. They also have access to an outdoor space at the rear of the service. There is an indoor activity area named 'Activity Street' for children to use. The children have access to sanitary facilities, both in the care room and in 'Activity Street', and there is an onsite kitchen.

Staffing:

The registered provider does not work in the service. The registered provider employs eight staff members to work with the school age children. Of those eight staff, one is an operational manager, two staff members work in a supernumerary capacity, and there is a chef. There are four staff members available to work directly with the school age children.

Acknowledgements:

The inspectors wish to acknowledge the co-operation of the children, registered provider, person in charge, and staff who were present on the day of inspection.

Summary of Findings:

The registered provider was found to be compliant in relation to:

- Regulation 8: Vetting disclosures;
- Regulation 9(1)(2)(4): Staffing levels;
- Regulation 12: Insurance;
- Regulation 13(1)(a)(b)(c)(2)(a): Complaints;

The registered provider was found to be non-compliant in relation to:

- Child Care Act 1991, Section 58(g) as amended by Part 12 of the Child and Family Agency Act, 2013.

Conclusion and follow-up actions:

The actions and evidence submitted by the registered provider in their corrective and preventive plan have addressed the non-compliance identified concerning the Child Care Act 1991, Section 58(g) as amended by Part 12 of the Child and Family Agency Act, 2013.

Regulation 8: Vetting disclosure

Purpose

As the registered provider, you must ensure that an effective management structure is in place, and appropriate people are recruited to ensure the quality and safety of the care provided to the children attending the service.

Core Regulatory Requirements

Does the service have clearly defined governance arrangements and structures?

Regulatory requirement met

(1)(a)(b)(c)(d)

The inspector reviewed the file of the registered provider who was registered with TUSLA at the time of the inspection. The files for the eight staff members who were involved in working with the school age children were also reviewed. There was a Garda vetting disclosure on file for each staff member and the registered provider. The documentation reviewed demonstrated that the registered provider and five staff members did not require police vetting. The police vetting required for three staff members was available for review. The 2 references for the registered provider and the 16 written and validated references required for the 8 staff members were available from a past employer or source other than a previous employer.

(2)

A review of the vetting procedures and start dates indicated that these procedures were carried out before staff members worked in the service.

Regulation 9: Staffing levels

Purpose

Your service must ensure that an adequate number of staff are available at all times during the provision of services to meet the needs of the children attending. At all times, the number of staff within the service will be appropriate to the needs of children, the type of service and the care provided.

Core Regulatory Requirement

Is there an adequate number of adults working directly with the children at all times?

Regulatory requirement met

(1)(2)(4)

There was a person in charge and 2 staff members available for the 24 children who attended the service on the day of the inspection.

The inspectors reviewed the children's attendance records and staff rosters for the week of the inspection, and the weeks of 2 October 2023 and 18 September 2023. These records and discussions with staff appeared to show that appropriate staff were available to care for the children during those times.

The inspectors observed appropriate supervision of the children during the inspection. Children were facilitated to go to the garden, the activity area, or stay in the care room if they wished. Staff were available to the children at these times to provide direct supervision.

Regulation 12: Insurance**Purpose**

As a registered provider, you must ensure that the school age service is adequately insured.

Core Regulatory Requirement

Has the service obtained adequate insurance for the type of care and number of children attending the service?

Regulatory requirement met

The service was insured from 1 February 2023 to 31 January 2024 for a maximum of 126 children. On the day of inspection, there were 24 school age children and 70 pre-school children in attendance.

Regulation 13: Complaints

Purpose

As a registered provider, you must be open and responsive to people making complaints about the service. You must develop and implement a complaints management process that is consistent, fair, transparent and impartial.

Core Regulatory Requirement

Has the complaints policy been implemented? If so, is there evidence that the process was consistent, fair, transparent and impartial?"

Regulatory requirement met

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

The inspector reviewed the service's complaints policy. The complaints policy detailed the procedure for making a complaint and how verbal and written complaints would be dealt with. There were clear informal, formal, and escalation processes documented. The policy referenced how a complainant would be kept informed of the complaints procedure and the appeals process.

(2)(a)

On the day of inspection staff members informed the inspector that there were no complaints.

Health, Safety and Welfare of children

Child Care Act 1991, Section 58 as amended by Part 12 of the Child and Family Agency Act, 2013

Purpose

The protection and welfare of the children in your service is paramount, and the children's safety and wellbeing is the priority. As a registered provider, you must be committed to safeguarding the health, safety and welfare of children in your care, and to providing a safe environment where they can play, learn and develop.

Core Regulatory Requirements

Does the service provide appropriate care and attention in a safe environment and meet the safeguarding and welfare requirements of children?

Regulatory requirement met

The inspectors observed the staff supporting children's health, safety, and welfare by the following:

- The inspectors observed positive interactions between the staff and children. Inspectors spoke with various staff members who were knowledgeable about the children in their care.
- Staff were observed supporting individual children while they completed their homework.
- Children's choice was observed to be facilitated throughout the inspection. For example, children were given a hot dinner of meat, vegetables, and mashed potatoes. A child asked to have their dinner later and the staff member facilitated this request. Another child was provided with more food when they asked for it.
- There was a range of age-appropriate equipment in the care room and on 'Activity Street' for the school age children.

Regulatory requirement not met

1. The inspectors observed a risk of unsupervised entry to the service. On the inspectors' arrival, they were able to enter the building as the main service door was open. During the inspection, the inspectors noted that on two occasions the main service door did not close securely. The risk was brought to the attention of a staff member who contacted the service's maintenance department. The door was then repaired during the inspection.

Corrective & Preventive Action Response submitted by the Registered Provider

1. The registered provider stated in their corrective and preventive action plan, that the maintenance team replaced the magnetic door lock system. This was observed by the inspectors on the day of inspection. As a preventive action, the registered provider stated that a notice has been displayed as a visual reminder to all parents, to ensure that the main door is securely shut behind them upon entering and exiting the building. A second keypad entry system was installed on the interior reception door as an additional safety measure and photographic evidence was provided. The registered provider stated that the centre's management team will actively monitor that both keypad systems are in working order.

Summary

The actions and evidence submitted by the registered provider, in their corrective and preventive plan, have addressed the non-compliance identified on inspection.

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