

# Early Years Inspectorate Regulatory Report

## Pre School

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| <b>TUSLA Identifier:</b> | TU2020DR003 |
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| <b>Name of Service:</b> | Chatterbox Childcare |
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| <b>Address of Service:</b> | Dwarf Oaks Shopping Centre, Church Road, Ballybrack Village, Glenageary,<br>Co. Dublin |
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| <b>Eircode:</b> | A96 PC62 |
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| <b>Name of Registered Provider:</b> | Kerrylee Hempenstall |
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| <b>Service type:</b> | Full Day |
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| <b>Date(s) of Inspection:</b> | 09/11/2023 |
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| <b>No of pre-school children:</b> | AM | 65 | PM | 56 |
|-----------------------------------|----|----|----|----|

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| <b>Address of the Early Years Inspectorate:</b> | Floor 7, Brunel Building, Heuston South Quarter, Kilmainham, Dublin 8 |
| <b>Inspection undertaken by:</b>                | F Carty and S Quigley   |
| <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).

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

Chatterbox Childcare is a privately owned full day care service which is one of four services operated by the registered provider. It is located in an urban setting in Ballybrack, Co. Dublin. A service is provided to children aged between 3 months and 5.5 years. The service is open from Monday to Friday between 07:30 and 18:00 hours including a sessional service from 9:15am and 12:15pm for 38 weeks of the year. The premises is located within a former retail premises with five care rooms, namely the Little Joey's, Wombats, Koala's, Kookaburra and Kangaroo rooms, a cot room and a kitchen. An outdoor play area is located to the rear of the building.

### Staffing

There were sixteen adults present on the day of inspection and of these fourteen were working directly with the children, the centre manager was available to assist in the care rooms when required and there was also a cook present.

### 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, information and records and safety. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9, 11, 15, 16, 19 and 23. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under Regulation 15 Record of a preschool child, Regulation 16 Record in relation of a preschool service and Regulation 19 (1)(b) Health, Welfare and Development of the Child. As a result, the scope of the inspection included a sample of documents reviewed.

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 children, person in charge and staff 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.*

*(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

(2) The inspection focused on the recruitment records of all staff members currently employed in the service. Eighteen staff files were reviewed.

(a) & (b) The registered provider demonstrated that they had considered the relevant references in relation to staff members. Twenty-one references from a past employer were available for twelve staff members. A second reference was available from a reputable source for one staff member. Records were available documenting the references had been verified.

(c) Garda vetting disclosures were available for all staff members.

(d) Police vetting had been sourced for five of the staff members who had lived outside the State for more than six months as an adult.

(4) Records were available evidencing that sixteen staff members who were employed to work directly with the children held the required qualification or equivalent.

## Non-Compliance Information

- (2)  
(a)(b)  
One reference was not from a suitable reputable source, an alternative reference was required. Five references had not been adequately validated.
- (4)  
Two qualifications which had been obtained outside of Ireland had not been translated into English, the required level of qualification could not be determined. It was not evidenced that these qualifications met the minimum level required.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

- (2)(a)(b)  
A second reference from a suitable source was supplied and vetted. All future references will be from suitable sources.
- (4)  
Overseas qualifications had not been translated into English. These have now been submitted.

### Supporting documentation submitted

The second reference required was submitted.  
Two qualifications were submitted.

## Summary Comment

The corrective and preventive actions together with supporting documentation was reviewed by the inspector and deemed to meet the requirements of 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.*

#### Compliance Information

(1) An adequate number of adults were working directly with the pre-school children attending the service during the inspection.

(2) The registered provider ensured that the minimum ratio of adults to children was maintained in the service. On the day of inspection, there were sixty-five children present in the service being supervised by fourteen adults.

### Part IV – Information and Records

#### Regulation 15 – Record of pre-school child

*(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:*

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

## Compliance Information

(1) A sample of 13 records were reviewed by the inspectors.

The registered provider ensured that a record in writing was kept of the details relating to (a), (d), (e), (f) and (g) of the above Regulation for all of the records reviewed.

## Non-Compliance Information

(c)

There was no place to record the date the child ceased attending the service on any of the records reviewed.

(h) There was no record of immunisations for 12 of the 13 records reviewed. It is acknowledged that 1 record reviewed had the relevant information contained within.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

(15)

(c) A line to add a cessation date for a child on the registration date has been added. A new registration form will be supplied to all new families.

(h) A message was sent to all parents requesting the immunisation records for their child(ren). Immunisation records will be on all files when a child starts.

### Supporting documentation submitted

Evidence of text requesting immunisation information from parents.

## Summary Comment

The corrective and preventive actions together with supporting documentation was reviewed by the inspector and deemed to meet the requirements of Regulation 15.

### 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:

- (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.

#### Compliance Information

- (h) A written record was available detailing the attendance of each preschool child on the day of inspection.
- (i) A staffing roster was available in the service detailing hours of work for each staff member on the day of inspection.
- (k) A sample of accident and incident records were reviewed and were signed by staff and parents and were completed appropriately.

#### Non-Compliance Information

- (i) A sample of thirteen medication records were reviewed which did not contain a parental signature for consent prior to administering the medication.

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

##### Corrective and Preventive Action

- (i) A sign reminding staff that prior consent is required before administering medication. Parents signatures will be sought prior to all administration of medication.

##### Supporting documentation submitted

A sign reminding staff of medication administration policy supplied.

#### Summary Comment

The corrective and preventive actions together with supporting documentation was reviewed by the inspector and deemed to meet the requirements of Regulation 16.

The corrective and preventive actions will be reviewed on the next inspection.

### 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

The service provided breakfast, snacks, a hot meal, and an afternoon tea to the children with the exception of children who attended on a sessional basis whose parents provided their snack. All children were supported to eat independently during meals, and staff provided assistance to children where required. Drinking water was available in the care rooms at all times. Staff supported the children to clean their faces at appropriate times throughout the inspection.

All children spent periods outdoors throughout the inspection. There was equipment available to support full-body-movement and imaginative play. The children were dressed appropriately in coats and hats.

Children were supported to be independent with their personal care. Staff reminded children to put on their coats before going outside. Bibs were provided for younger children when eating. The environment was laid out to support the children's independence. Low level hooks were provided for coats and bags. The inspectors observed the children using the toilet as they needed. Staff provided an appropriate level of supervision whilst supporting the children's independence during mealtimes.

Staff interacted warmly with the children in their care throughout the inspection and were observed supporting the children in their work and play. The atmosphere in the service appeared calm and relaxed.

Younger children wearing nappies were changed regularly and as required. Staff used opportunities when assisting with personal care for warm individual engagement with the children, addressing them by name and making conversation. Comfort was provided promptly if a child became upset. An online interactive application was used by the service where staff directly communicated details surrounding each child's day to parents, including information on sleep, food, and activities.

Children in the Little Joeys and Wombats rooms had a designated sleep room that could be used whenever a child displayed signs of tiredness. Staff provided comfort to the children when they were settling to sleep, using soft tones and offering reassurance where required. The children in the Koala room were provided with the opportunity to sleep on a stackable bed at a set sleep time. All rooms where children slept were relaxed and conducive to sleep.

### 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

The inspectors found by observation of practice, review of documentation, discussion with staff and inspection of the premises that the registered providers had taken the following steps to safeguard children attending:

##### General Safety:

The entrance door to the service was adequately secured to ensure the safety of the children within and to avoid unauthorised persons accessing the service or children exiting unsupervised. A video monitoring bell was in operation. Cleaning products and hazardous materials were stored safely out of reach of children. The toys and play equipment observed in use by the children on the day of inspection were safe and in good working order. There were no hazards identified in the indoor or outdoor play environments.

##### Infection Control:

An infection control policy was in place to inform practice. A system was in place for effective sterilization of mouthing toys and soothers which were appropriately stored until sterilised after use. Schedules were in place and maintained to ensure the service, equipment and materials are regularly cleaned. Liquid soap, warm water and paper towels were available to facilitate hand washing.

##### Safe Sleep:

Staff were familiar with safe sleep guidance and placed babies on their backs to sleep. The designated sleep room was maintained at the required temperature range. Standard cots were provided for children under two years to sleep and low-level sleeping beds were provided for children over two years to rest as required.

##### Fire Safety:

All fire exits were kept clear and regular fire drills took place in the service.

#### Non-Compliance Information

##### Infection Control:

- The nappy changing practices observed in some care rooms were not in line with the service policy as follows:
  - Staff were observed to redress the child with soiled gloves used for nappy change and proceeded to wipe down the changing mat whilst wearing the soiled gloves which poses a risk of cross contamination.
  - Staff members did not wash their hands prior to the nappy change.

Non-compliance was found under nappy changing on the previous inspection dated 10<sup>th</sup> October 2022. The corrective and preventive actions submitted by the registered provider did not address the non-compliance from being repeated.

2. The inspectors did not observe any children wash their hands following outdoor play which poses a risk of cross contamination.
3. A number of bins throughout the service were not pedal operated including the bins in the main sanitary accommodation, the Koala room and in the outdoor area. Some bins were completed unlidded and the pedal on the nappy bin was broken which poses a risk of cross contamination.
4. A child took a drink from another child and drank from it, he then gave it back to the child who proceeded to drink from it without sterilisation taking place. This can cause cross contamination.
5. A communal towel was used in the Wombat room to dry children's hands prior to snack this can pose a risk of cross contamination. It is acknowledged that there were disposable hand towels available and these were used when staff facilitated hand washing.
6. Clothing was stored on open shelves in the sanitary accommodation under the nappy changing station which posed a risk of cross contamination.

### **Administration of Medication:**

7. A review of documentation on the day of inspection evidenced that the procedures in place to safely administer medications in the service were not followed in eight of the sample of medication records reviewed. There was no signatures from a witness or a parent. This can affect the continuity of care of a child.

This was found non-compliant on the previous inspection dated 10<sup>th</sup> October 2022. The corrective and preventive actions submitted by the registered provider did not address the non-compliance from being repeated.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

##### **Infection Control:**

1. In house training and spot checks on nappy changing to ensure creche policy has been followed will be carried out. A picture of employees confirming they have received the policy and agree to follow it has been supplied.
2. Staff have been spoken to about the importance of handwashing and infection control. Signs for handwashing have been erected throughout the building.
3. All bins have been checked and any broken have been replaced. Regular spot checks will be carried out to ensure they are always in good working order.
4. Staff have been spoken to about the importance of children not sharing bottles.
5. Only disposable towels will be used. Staff will be reminded to use disposable towels to dry children's hands.
6. All clothes have been removed from the nappy changing station. No clothes will be stored near the nappy changing stations to prevent cross contamination.

##### **Administration of Medication:**

7. No corrective or preventive actions submitted.

#### Supporting documentation submitted

##### **Infection Control:**

1. A letter to staff regarding nappy changing policy was submitted.
2. Photos of infection control signage was submitted.
3. Photo of a new bin was submitted.
4. No supporting documentation submitted.
5. No supporting documentation submitted.
6. Photos of of new storage area submitted.

##### **Administration of Medication:**

No supporting documentation submitted.

### Summary Comment

The corrective and preventive actions together with supporting documentation was reviewed by the inspector and deemed to meet the requirements of Regulation 23. The corrective and preventive actions submitted under Regulation 16 were accepted for Regulation 23 (7).

The corrective and preventive actions will be reviewed on the next inspection.