

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2020FL002
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Name of Service:	Just Like Home
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Address of Service:	Unit 2 Block B, Post Office Road, Lusk, Co. Dublin
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Eircode:	K45 E290
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Name of Registered Provider:	Natalia Baczek
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	04/12/2023
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No of pre-school children:	AM	17	PM	16
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Address of the Early Years Inspectorate:	180-189 Lakeshore Drive, Airside Business Park, Swords, Co Dublin K67 Y5C6
Inspection undertaken by:	AM Coyle & S Taaffe
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
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Description of service

Just like Home is an early years' service located in Lusk, Co Dublin and is registered to accommodate pre-school children from 1 to 6 years of age on a sessional, part-time and full day care basis. The service is registered to operate from 7.15am to 6pm each weekday, with eligible pre-school children facilitated to participate in the Early Childhood Care and Education (ECCE) scheme from 9.00am – 12.00pm daily for 38 weeks annually. The service is located in a ground floor converted commercial property with 3 care rooms in operation, namely the Wobbler room, the Toddler room and the Preschool room. An outdoor play area is located to the rear of the service.

Staffing

The service employs 7 staff members all of whom work directly with the children including a service manager who coordinates the day-to-day operational management of the service and provides support across all care rooms as required. The registered provider is not rostered to work in the service but is present regularly in a supportive capacity.

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 inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 8, 9, 11, 15, 16, 19, 22, 23, 24, 25, 26, 27 and 32. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation 15 – record of pre-school 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.

Additional Information

This unannounced inspection was carried out in response to feedback and concern received by the Early Years Inspectorate.

A regulatory compliance meeting was held with the registered provider on the 23rd of January 2024 to discuss the corrective and preventative action response to the inspection report.

Further corrective and preventative action representations were received from the registered provider on the 30/01/2024 to address the outstanding non compliances identified on inspection.

Acknowledgments

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

Part II - Registration and Register

Regulation 8 - Notification of change in circumstances

(1) A registered provider of a pre-school service other than a temporary pre-school service shall, subject to paragraph (3), notify the Agency in writing of any proposed change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2) at least 60 days before it is proposed that the change would take effect.

(3) Where a registered provider has been unable for good and proper reason to notify the Agency within the time specified in paragraph (1) or (2), as the case may be, of a change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2), the registered provider shall notify the Agency in writing of the change as soon as possible thereafter.

Non-Compliance Information

(1)(3) The registered provider failed to notify the Early Years Inspectorate of a change in circumstances as required as evidenced in the following:

- A child currently attending the service is aged less than 1 year old. The service is registered to accommodate children aged 1 to 6 years.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(1)(3) The register provider stated that they will ensure any changes will be reported to early years inspectorate in the line with all requirements. Registered provider confirms there is no change in circumstances at the moment. The situation was discussed with Inspectors on the day of inspection – it was a child of one of our staff members as emergency occurred. It was only one-time incident.

Preventive Action

(1)(3) Procedures and policies were reviewed to ensure that all requirements are followed. Service provider and manager will ensure that the creche enrolment process is in line with all requirements and children at appropriate age are attending the service.

Summary Comment

The evidence submitted by the registered provider in relation to Regulation 8 - Notification of change in circumstances has been reviewed and accepted.

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.

Compliance Information

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

(b) The service manager was present and in charge of the service when the inspectors arrived unannounced on the morning of the inspection. The registered provider arrived in the service during the inspection and remained in the service for the remainder of the inspection.

The files for 7 staff members, the registered provider and a company director who is occasionally present in the service were reviewed.

(2)(a) &(b) Two written references were available for the registered provider.

Two written and appropriately validated references were available for 5 members of staff and for the company director.

(c) Garda vetting disclosures were available for the registered provider, company director, and 7 staff members whose files were reviewed.

(d) International police vetting was available for 8 adults who had lived outside the Irish state as adults for more than 6 consecutive months.

(4) Documentary evidence was available to confirm that that the registered provider and 7 staff members whose files were reviewed and who work directly with children in the service held an appropriate childcare qualification at Level 5 or higher on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent.

Non-Compliance Information

(2)(a) &(b) Two staff members had no validated written references on file.

(d) International police vetting was not available for 1 staff member in respect of one of the jurisdictions that they had resided in outside the Irish state for more than 6 consecutive months as an adult.

(3) Following a review of the staff files and a previous staff roster it was apparent that 1 staff member who works directly with the children had commenced working in the service in advance of Garda vetting procedures being completed.

Regulation 9 (2)(a)(b)(d) & (3) were found non-compliant at the last inspection of the service on the 12/06/2023.

The actions stated by the registered provider following the inspection of the service were not sufficient to prevent a recurrence of the noncompliance's.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(2)(a) &(b) All staff files have been checked to ensure that all required documents are in place. All references have been validated.

(d) International police vetting will be provided by the staff member – application to obtain police vetting from other country was made.

(3) Service provider and manager will ensure that new staff members have relevant documents before commencing work. There is a checklist in each staff member's file to check if required documents are in place.

Preventive Action

(2)(a) &(b)(d)(3) The staff files will be checked on the quarterly basis, or earlier, if necessary, to ensure that all necessary documents as required are held in files. Management will ensure new staff members have all relevant documentation before commencing work at our service. There is a checklist in each staff member's file, and it is monitored by service manager. The validation of references form was created.

Supporting documentation submitted

(2)(a) &(b) Two validated written references.

(d) International police vetting for 1 staff member.

Summary Comment

Regulation 9 (2)(a)(b)(d) & (3) were found non-compliant at the last inspection of the service on the 12/06/2023. The evidence submitted by the registered provider in relation to Regulation 9 – Management and recruitment has been reviewed and accepted. This regulation will be reviewed at the next inspection to ensure that the actions specified by the registered provider are being implemented.

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) During the period of inspection there was an adequate number of adults working directly with the children attending the pre-school service.

(2) On the day of inspection, the following adult to child ratios were observed when the service was operating at capacity:

- In the Wobbler room there were 2 children aged 11 months and 1 year 8 months being cared for by 1 adult.
- In the Toddler room there were 5 children aged 2 years 2 months to 2 years 10 months being cared for by 2 adults.
- In the Preschool room there were 10 children aged 2 years 11 months to 4 years 8 months being cared for by 2 and sometimes 3 adults.

(8) (a) The registered provider ensured that 2 adults were present in the service at all times. This was confirmed by the staff roster.

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 sampling process was used in relation to the children's records. Ten registration forms were reviewed and found to be appropriately completed with the required information as specified in sub-sections (a) to (i) in this regulation.

Non-Compliance Information

(1) A registration form was not available for 1 child who was present in the service on the day of inspection. Therefore, the service did not have sufficient documented details available for this child including a record of the person(s) authorised to collect the child from the service, information as to whether the child had allergies or not, nor written parental consent for the child to avail of medical treatment in the event of an emergency.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(1) Registered provider and manager stated that they will ensure all required documentation including details about each child, people authorised to collect child from the service, information about any allergies and health issues are in each child's file.

Preventive Action

(1) Children files, attendance record and any other forms with children names were reviewed to ensure all details about each child are included and kept in child's file. Manager will ensure all relevant documentation was given and discussed with parents during enrolment procedures.

Summary Comment

The evidence submitted by the registered provider in relation to regulation 15 — record of pre-school child has been reviewed and accepted. This regulation will be reviewed at the next inspection to ensure that the actions specified by the registered provider are being implemented.

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:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;*
- (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.*

(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.

Compliance Information

(1)(a) Information including each staff member's experience and training records were maintained within the staff files for all of the staff files that were reviewed on the premises.

(h) Details of children's daily attendance including arrival and departure times were recorded in attendance records within each care room.

(i) An up-to-date weekly staff roster was available, and staff sign in records were maintained on a daily basis.

(j) Administration of medication records were maintained accurately in the service.

(k) The service had a record in writing of accidents, injuries and incidents involving pre-school children.

(3) The records referred to in paragraph (1) were open to inspection as requested by the inspectors as authorised persons.

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

(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

Compliance Information

(1)(a) The following observations are examples of how each child's learning, development and well-being was facilitated within the service:

Basic needs:

- All meals and snacks consumed by the children attending the service on a full day care basis were provided by the service. The children attending the service on a sessional basis bring their own morning snack with them from home. The children attending the care rooms were given sufficient time to enjoy their meals and snacks.

- Nappy changing occurred at scheduled times and more frequently as required. Staff were observed to take the opportunity to engage with the children through chat and song whilst they changed their nappies.
- The children in the Wobbler room and Toddler room were placed to sleep in either cots or stackable beds in the Wobbler room after they had their dinner. Rest areas consisting of appropriately sized couches in the Preschool room and Toddler room, and mats in the Wobbler room were available for the children to take a rest from activities as they chose during the day.
- In the Wobbler room and the Toddler room children's bibs were placed on the children before they ate, and the children's hands and faces were cleaned after they had finished their meals.
- The children attending the service enjoyed time in the outdoor play area on the day of inspection.

Supporting relationships:

- The staff members in the Wobbler and Toddler room maintain and share a written record of the children's play activities, eating, sleeping and use of the toilet throughout the day. Staff members were also observed updating and conversing with parents at children's drop off and collection.
- Overall, in the service the staff members were observed to support each other in coordinating the children's care and implementing routines and planned activities.

Physical and material environment:

- In all 3 care rooms the play resources and materials that were available were stored on low level accessible shelving enabling the children to take and return materials as they chose. The children in the care rooms demonstrated familiarity with their environment to access the toys and play resources they chose to play with.
- The service had obtained support from an early years specialist quality development service since the time of the last inspection on 12/06/2023 which was reflected in the revised layout of each care room into defined and adequately resourced interest areas. Home areas including kitchen units with accessorial equipment and real-life packaging for the children to extend their play, construction areas with blocks and transport toys, arts and crafts material in addition to a range of tabletop resources were available to the children in the three care rooms. Sensory play was facilitated with materials including trays of dried pasta provided in the three care rooms.

Low level activity tables were provided in the Wobbler room which facilitated the youngest children to stand supported. A range of books to support the children's language development were available in the care rooms.

- An adult armchair was provided in the Wobbler room to allow the staff members to sit, cradle or comfort a child.
- The outdoor play area located to the rear of the premises was fully enclosed by the walls of the premises and tall fencing. The surface consisted of artificial grass and play equipment included self-propel cars, tricycles, portable rocking toys, hula hoops, a plastic playhouse, two wall mounted sensory boards with a range of tactile squares and switches, and a wooden outdoor kitchen positioned under a small lean-to structure covered by rigid plastic sheeting.

Non-Compliance Information

Basic needs:

1. The circle time activity in the Preschool room was observed to be adult led, a number of the children were observed to be restless and disengaged; however, no opportunity was afforded to the children to opt out of circle time. The children were called up individually and asked to count to ten by the staff members present before the staff members concluded the activity. Children must be afforded choice and encouraged to be active participants in their learning.
2. Whilst the children were having their morning snack in the Preschool room the staff members stood over the children and did not take the opportunity to sit, chat and extend the children's conversations.
3. The inspectors found that whilst there was a documented care plan in place for a child who required additional supports, this was undated and had not been reviewed since it was developed in collaboration with the child's parents as part of the corrective action and preventive action (CAPA) response following the last inspection in June 2023. Therefore, there was no record available to show how the child's progress, interests, needs and preferences were supported in the service.

Physical and material environment:

4. The family wall that was on display in the Toddler room was positioned at too high a level for the children to view. This does not enable the children to develop a sense of belonging and connectedness in the service and to maintain links with family and home.
5. The equipment to enable the children to extend their play in the home area in the Preschool room was stored on top of the kitchen unit and out of reach of the children.

(3) Based on a number of interactions witnessed by the inspectors in the Preschool room on the day of inspection it was apparent that the social and emotional wellbeing of the children was not supported at all times in the service. A staff member was repeatedly heard using harsh tones of voice and negative language to the children. A child who was not following the direction of the staff member was threatened with not being allowed out to the outdoor play area with the other children and was told *“No garden for you today”*. Further examples of negative interactions heard include this same staff member remarking *“Why are ye all so bad at eating today, a weekend at home and you’re all like this”* to the children when they were having their dinner and *“Hold on, I can only make one at a time and if there are any arguments I’m not making any at all”* when making transformers with the children. On a separate occasion, rather than comforting a crying child, the staff member said dismissively *“Ok, have your moment”* and separately used a sharp and harsh tone of voice saying *“Out here right now”* when speaking to a child. Following dinner, the children were directed to the rest area in the room where one child was spitting. The same staff member told the child *“If I see you spitting one more time, I’m not going to be happy, stop it, it’s disgusting, I’m telling your Mammy and Daddy”*. The staff member did not respond calmly or suggest an alternative behaviour to the child, use a partnership approach or show warmth or positive regard for the children at this time. The inspectors addressed these incidents during the inspection with both the staff member involved and the registered provider.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

Basic Needs:

1. Manager will ensure children needs and interest are fallowed and there is age appropriately activities planned in the Preschool room. Manager advice staff members to implement child-led curriculum and to offer children choices.
2. Manager advised staff members to participate more in the room’s activities such as mealtime and to create opportunity to have conversations with children.
3. The care plan for one child was dated on the 22/06/23. Manager in cooperation with child’s key carers will ensure care plan is updated to show how the child’s progress, interests and needs are developed.

Physical and material environment:

4. Family wall in the Toddler room is now positioned at children level near the cozy corner.
5. The toys from home area in the Preschool room are now stored in the kitchen toy and are available for children to reach.

(3) Staff member was advised to use a positive approach while talking with children and to support their social and emotional wellbeing. Staff meeting to discuss children wellbeing took place on the 11/12/23.

Preventive Action

Manager of the service will ensure that all practices afford children well-being and safety, and the procedures and policies are followed.

Clear expectations were communicated on the short staff meeting regarding the importance of following the Managing behavior to ensure the safety and well-being of the children.

General staff meeting will take place on 22/01/24 to discuss children's needs, interest and policies and procedures will be brought to staff members attention.

Manager will make sure children's emotional and social needs are met and there is child-led curriculum in place in each group.

Supporting documentation submitted

Updated care plan.

Photograph indicating repositioning of family wall in Toddler room.

Photograph showing accessibility of home corner equipment in the preschool room.

Evidence of meeting held with staff member and confirmation that behaviour management training has been booked.

Summary Comment

The evidence submitted by the registered provider in relation to regulation 19 - Health, welfare and development of child has been reviewed and accepted. Assurances given by the registered provider have been accepted and these will be reviewed at the next inspection of the service

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 provides all meals and snacks to children attending the service on a full day care or part time basis. A variety of cereals with milk and toast are available for breakfast. On the day of inspection, the children attending the Wobbler and the Toddler rooms had yogurt and bananas for their morning snack. The children in the Preschool room brought their own morning snack with them from home. The food for the main meal of the day is currently sourced from an external catering company on a weekly basis and stored frozen and defrosted in advance of use. The registered provider stated that alternatively the main meal is cooked using fresh ingredients on a daily basis in the kitchen in the service which was confirmed by cooking records reviewed on inspection. On the day of inspection, the children were provided with chicken casserole, mashed potato, and vegetables for dinner. Shop-bought muffins were provided for the afternoon snack and the children had pasta with pesto for their tea.

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 entrance doors leading into the premises were appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.
- Cleaning agents were stored safely out of the reach of children.

Infection Control:

- Thermostatically controlled warm water, liquid soap and paper hand towels were provided to support effective hand hygiene in the sanitary accommodation and at the wash hand basins in the care rooms in the service.
- The children were facilitated to wash their hands before eating and after using the toilet.

- The children's packed lunches, supplied from home, were refrigerated on arrival to the service which reduced the risk of bacteria growth in perishable food items.

Administration of Medication:

- Medication was stored out of reach of the children. No child was observed having medication administered on the day of inspection.

Safe Sleep:

- All children less than 2 years of age in the service had access to a standard cot to sleep in.
- Ten-minute sleep checks including the children's colour, position and breathing were conducted on all sleeping children in the service.
- Adequate space of at least 50cm was left between the individual cots and sleep mats in the Wobbler room.

Non-Compliance Information

General Safety:

1. A child in the Preschool room was observed eating whole grapes as part of their morning snack. This was brought to the attention of the staff member by the early years inspector who requested that the staff member cut the grapes appropriately.
2. The blind cords in the Preschool room were not secured appropriately.

Infection Control:

3. A staff member was observed not to wash her hands after wiping children's noses.
4. Children's hands were not always washed after nappy changing.
5. Some staff members were vague in relation to the correct dilution and appropriate use of the sterilising fluid provided for the management of mouthed toys and soothers in the service.
6. The bin provided for the disposal of nappies in the nappy changing room was not pedal-operated. This increased the risk of cross contamination due to the numerous touch points required to dispose of a soiled nappy.
7. On the afternoon of inspection in the toilets and nappy changing area in the service the bins were overflowing and not emptied.

Safe Sleep:

8. The thermometer provided in the Wobbler room was broken which prevented accurate monitoring of the room temperature when children were sleeping. A review of the sleep records showed that since August 2023 the temperature in this room was invariably recorded at 17°C when children were sleeping including

on the day of inspection when the inspector simultaneously recorded the room temperature at 18.7°C. The inspectors were informed that the digital reading on the radiator was used to monitor the room temperature, but the display screen was covered by the mesh cover making the screen illegible.

Fire Safety:

9. On arrival to the service the emergency fire exit door leading to the outdoor play area was blocked with a clothes airer.

Corrective & Preventive Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. Manager and room's carers will make sure food brought from home is served with safety manners. Staff members were told to cut any food which might cause choking hazard.
2. The blinds in the Preschool room will be fixed.

Infection Control:

3. The staff members were advised to follow hand washing routine.
4. The staff members were advised to wash children's hands after nappy changing.
5. The staff members had opportunity to familiarise with toys and soothers cleaning procedures.
6. & 7. Service provider will provide a new, pedal-operated bin in the nappy area.

Safe Sleep:

8. The new thermometer was provided to monitor the temperature in the Wobbler room during sleep time.

Fire Safety:

9. Manager will make sure all fire exits are kept clear.

Preventive Action

Policies and procedures were brought to staff members attention.

Parents and staff members were informed to cut any food which might cause choking hazard.

Hand washing procedures are displayed in each room, staff toilet and children's toilet. This will be monitored by service manager daily. This will be monitored by service manager on the daily basis.

Staff members were advised how to use sterilising fluid and to follow any instructions included on the packages.

Fire exit procedures were brought to staff members attention and are displayed at classroom doors, in the hall and staff room area.

Supporting documentation submitted

Photograph indicating blind cords securely fastened.

Updated soother policy.

Photograph of new bin.

Photograph of new thermometer.

Summary Comment

The evidence submitted by the registered provider in relation to regulation 23 - Safeguarding health, safety and welfare of child has been reviewed and accepted. This regulation will be reviewed at the next inspection to ensure that the actions specified by the registered provider are being implemented.

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.

Non-Compliance Information

(1) One child who was present in the Wobbler room on the day of inspection was not documented as being present in the attendance register at any point throughout the day. This posed a risk of the child not being counted under the daily supervision routines or in the event of an evacuation emergency.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(1) Manager will ensure all children's details are included in the attendance records.

Preventive Action

(1) Children files, attendance record and any other forms with children names were reviewed to ensure all details about each child are included and kept in child's file.

Summary Comment

The evidence submitted by the registered provider in relation to regulation 24 - Checking in and out and record of attendance has been reviewed and accepted.

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

- (1) Two staff members held in-date First Aid Response (FAR) training.
- (2)(a) and (b) The first aid boxes were suitably equipped and safely stored in readily accessible positions on the premises, out of the reach of children.

Non-Compliance Information

- (1) A person who held in-date First Aid Response (FAR) training was not immediately available to the children attending the service at all times. Two members of staff currently hold in-date First Aid Response (FAR) training; however, the staff roster confirmed that either of the 2 staff members are not always present in the service from opening to closing on a daily basis.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

- (1) Manager will make sure the roster includes FAR trained person at all times during service operation hours.

Preventive Action

- (1) The staff roster will be reviewed daily to make sure that a person trained in first aid for children is available at all the time.

Supporting documentation submitted

Confirmation that a staff member has been enrolled in FAR training.

Summary Comment

The evidence submitted by the registered provider in relation to regulation 25 - First aid has been reviewed. While the registered provider has confirmed that a staff member has been enrolled in FAR training however the non-compliance remains until evidence that the staff member has completed the training. This regulation will be reviewed at the next inspection to ensure that a person trained in FAR is rostered on duty at all times during the hours of operations.

Part VI - Safety

Regulation 26 - Fire safety measures

- (1) A registered provider shall ensure that a record in writing is kept of-*
- (a) any fire drill that takes place in the premises, and*
 - (b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises.*
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

Compliance Information

- (1)(a) A record was maintained of fire drills which had been completed in the service. The last fire drill was recorded as having taken place on 30/11/2023.
- (b) A record was kept of the number, type and maintenance of the firefighting equipment in the premises. The firefighting equipment was certified as having been serviced on 15/02/2023.
- (4) The fire evacuation procedure was displayed in the care rooms in the service which contained details in relation to the procedure to be conducted in the event of a fire.

Non-Compliance Information

- (1)(a) The records reviewed indicated that the fire drills in the service are not completed on a monthly basis to ensure that both staff and children are familiar with the fire drill procedure for safe evacuation in the event of an emergency. Up to 3 months elapsed between fire drills as evidenced in the records which showed that in 2023 fire drills had been completed on 26/01/2023, 28/02/2023, 07/04/2023, 07/06/2023, 19/09/2023 and 30/11/2023.
- (b) A record was not available of the number, type and maintenance of the smoke alarms in the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(1)(a) Manager and service provider will conduct fire drills on monthly basis. The form of fire drills will be documented by service manager and records kept in file.

(b) Service providers will make sure the records about smoke alarms in the service are in place.

Preventive Action

(1)(a) (b) Fire procedures were brought to staff members attention.

There is a fire drill records on files and this will be monitored by service manager on monthly basis.

The inspection and test regarding smoke alarms was booked.

Supporting documentation submitted

Maintenance certificate to indicate that the smoke alarms in the service were serviced on the 30/01/2024.

Summary Comment

The evidence submitted by the registered provider in relation to regulation 26 - Fire safety measures has been reviewed and accepted.

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

- Throughout the period of inspection, the children were observed to be appropriately supervised at all times.

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.

Compliance Information

- (1) The service has a complaints policy available which outlines the procedure to be followed for the purposes of making a complaint in relation to the service, the manner in which a complaint will be dealt with and the procedure for keeping a complaint informed of how the complaint is being dealt with.