

# Early Years Inspectorate Regulatory Report

## Pre School

**TUSLA Identifier:** TU2021DR002

**Name of Service:** Little Rainbows Santry

**Address of Service:** The Ashes, Santry Place, Santry, Dublin 9

**Eircode:** D09 F620

**Name of Registered Provider:** Anne Campbell

**Service type:** Full Day, Part Time, Sessional

**Date of Inspection:** 23/01/2025

<b>No of pre-school children:</b>	AM	62	PM	59

<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate 2 <sup>nd</sup> Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15   D15 CF9K
<b>Inspection undertaken by:</b>	T Nelson and C Harte
<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).

**Conditions if applicable** Not applicable.

### Description of service

Little Rainbows Santry is a full day care service located in a residential apartment complex in the Dublin 9 area of north County Dublin. Established in 2021, Little Rainbows is one of three services owned by the registered provider and delivers early childhood care and education to children aged one to six years of age. The service participates in the Early Childhood Care and Education (ECCE) programme which is delivered from 9.00am to 12 noon and offers a part-time service.

This purpose-built premises is on the ground floor of the building. There are five care rooms running off the main corridor to include Little Bunnies (1 to 2 years), Little Monkeys (18 months to 3 years), Little Bears (2 to 3 years), Little Explorers (2 years and 8 months to 3.5 years) and Busy Bees (2 years and 8 months to 4 years). There are sanitary facilities directly located off each of the care rooms, and the cot room is located off Little Bunnies.

There is a kitchen, an office and staff facilities with sanitary accommodation available, and an area designated as a sensory space for children to take a break from the care rooms.

The outdoor play area is situated to the rear of the premises.

### Staffing

Little Rainbows employs a total of 20 staff, including 16 childcare staff, a chef and the person in charge, a supervisor and administration worker who work in the service in a supernumerary capacity managing the oversight of the service and provide support where needed across the rooms. There were 17 staff present on the day of the inspection. The registered provider does not work in the service.

### 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. 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) Management and Recruitment
- Regulation 11(1), (4) Staffing Levels
- Regulation 16(1)(h)(i)(j)(k) Records in relation to the Preschool Service
- Regulation 19(1)(b) Health, Welfare and Development of child
- Regulation 21 Equipment and Materials
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child
- Regulation 25 First Aid

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

- Regulation 9(1),(2)(a)(b)(c)(d), (3), (4) Management and Recruitment
- Regulation 16(1)(h)(j)(k) – Records in relation to Preschool Service.

The scope of the inspection included Little Bunnies, Little Bears, Little Monkeys and Busy Bees and did not include Little Explorers.

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 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.*

### Compliance Information

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

(b) A review of the roster shows either the deputy person in charge or the person in charge are present at all times.

(2) A review of the roster and discussion with the person in charge established there were eight staff new to the service since the last inspection on the 7 February 2024, and these full files were reviewed along with Garda Vetting disclosures for four staff members whose files were reviewed on the last inspection. The registered provider had completed the following checks:

(a) Sixteen validated written references were available from recent past employers

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

(d) Documentary evidence showed that eight adults had lived outside of the state of Ireland for six months or more as adults and international police vetting from that state was available for inspection.

(3) Documentary evidence available showed that all of the checks outlined in (2) had been carried out prior to any of the adults having contact with the children in the service.

(4) Seven of the eight staff who worked directly with children attending the service held at least 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, Equality, Disability, Integration and Youth Affairs.

### Non-Compliance Information

(4) There was no documentary evidence available to show that one adult who worked directly with children attending the service held at least a major award in Early Childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed eligible.

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

#### Corrective and Preventive Action

Corrective action: The service contacted the college where the staff member attended, and the college confirmed the student had completed a relevant course and will receive a provisional statement of results in March.

Preventive action: All staff files were checked and updated according to Tusla regulation in regard to childcare qualification.

**Supporting documentation submitted**

Letter from college.

**Summary Comment**

The inspector has reviewed the corrective and preventative actions and evidence submitted. The non-compliance identified under Regulation 9(4) will remain outstanding until evidence of the qualification is received by the inspectorate.

**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.*

*(4) Subject to paragraph (5), where a registered provider contemporaneously provides-*

*(a) a sessional pre-school service, and*

*(b) a full day care service or a part-time day care service, or both, the minimum ratio of adults to children applicable for the duration of the sessional pre-school service in respect of the children attending that service shall be the ratio specified in paragraph (3).*

**Compliance Information**

(1) There was an adequate number of adults working directly with the children attending the service to meet their basic care needs. There were 16 staff available to the 62 children in the morning and 59 children in the afternoon. The person in charge, supervisor and administration worker were available to provide cover in the rooms when needed.

(2) The adult to child ratios were correct when the inspectors arrived unannounced to the service and throughout the inspection. Thirteen staff were allocated to work directly with the 62 children who were present on the morning of the inspection with a breakdown as follows:

- Little Bunnies room - 2 adults to 9 children aged between 1 to 2 years old.
- Little Monkeys room - 2 adults to 6 children aged between 18 to 24 months old.
- Little Bears room - 3 adults to 16 children aged between 2-3 years old.
- Busy Bee’s room - 3 adults to 15 children aged between 2 years 8 months-4 years old.
- Little Explorers room - 3 adults to 16 children aged between 3-5 years old.

### 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

The registered provider ensured the following:

- (h) Accurate attendance records detailing the arrival and departure of the children on a daily basis were maintained.
- (i) A record was maintained of the staff roster which was reflective of the staff present on the day.
- (j) Following a review of a sample of 15 records, the registered provider ensured a full record in writing was maintained for the administration of medication.
- (k) Following a review of a sample of 15 records, the registered provider ensured a full record in writing was maintained for accident and incidents.

### 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) Appropriate and suitable care practices were observed, as evidenced by the following:

- Practices such as mealtimes, nappy changing and toileting were observed to be regular, timely and pleasant experiences for the children.

- Documentary evidence showed meals provided were regular and varied. The mealtime experience was observed to be relaxed and sociable with children given time to eat their meal at their own pace.
- The staff interacted with the children in a respectful, warm and sensitive manner. Appropriate verbal and nonverbal communication such as low tones, eye level contact, touch, praise and encouragement and other strategies were observed. These strategies can facilitate emotional and social development and assist in managing behaviours in young children. Staff discussed how planning was in place for children who may require additional support and there was documentary evidence available to support this.
- Daily routines were available and were reflected in practice. Routine provides for comfort in knowing what will happen next.
- Activities were observed to be planned in advance, and transitions such as mealtimes and sleep were observed to be smooth and well-managed as a result.
- Engagement with families and parents was facilitated via the sharing of information on the child's day on a daily record sheet, and the opportunity for conversation at drop off and collection.

### Non-Compliance Information

(1)(b) A child in Little Bunnies did not have their wet clothing changed in a timely manner and was placed in a cot for sleep wearing the wet clothing. This did not meet the child's basic need for comfort. It is acknowledged the child was changed immediately when the inspector brought it to the attention of the staff member.

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

#### Corrective and Preventive Action

Corrective action: Staff were briefed and informed of the issue raised by the inspector of not changing a child's wet clothing in a timely manner.

Preventive action: All staff were informed that children must be checked that they are clean, dry, safe, and comfortable after mealtimes, especially when going to sleep. If a child has wet/food covered clothing it must be changed once noticed, it was recommended to implement delegated jobs to each staff to improve the transition from dinner to sleep time and keep clear communication through the process to avoid children going to bed in wet clothing.

#### Supporting documentation submitted

Minutes of staff meeting.

### Summary Comment

The inspector has reviewed the corrective and preventative actions and evidence submitted. The non-compliance identified under Regulation 19(1)(b) 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 and suitably laid out for the age range and stage of development of the children in the rooms, and was well maintained, durable and easy to clean.
- The toys and equipment were laid out on low level shelving, visible to the children, and were grouped in themed areas of interest such as home, art, construction, sensory, soft play and library areas. Themed areas of interest facilitate children to have a more focused engagement in their play experiences.
- 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.
- There were areas available in the care rooms where children could take a break from activities and rest.
- The outdoor environment was sheltered, and the surface was covered in soft synthetic material allowing outdoor play in inclement weather. Equipment available included a slide, tunnel, playhouse and sufficient ride on cars for the number of children.

### 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 registered provider ensured the following safety measures were in place:

##### General Safety:

- The entrance of the service was secured on arrival to the service, and entry and exit was managed and monitored by staff. There was an electronic door release system in place both at the main entrance and the internal doors to the main hallway.

- All cleaning agents and sharp equipment were stored out of reach of the children in locked presses or on high shelves.
- Blind cords were observed to be secured.
- There was a list of any children with allergies or any children who required emergency medication displayed in each of the care rooms and staff were aware of these.

### Infection Control:

- Staff were observed supporting children to hand wash before and after mealtimes.
- Appropriate and suitable protective equipment such as gloves and aprons were available in the sanitary accommodation.
- Children's bed linen was stored in individual labelled bags, and cots and floor beds were placed with sufficient space between them.

### Administration of Medication:

- There were clearly detailed care plans available for children who required ongoing medication and staff were aware of the practice around the administration of the medication.
- Detailed administration of medication forms were maintained in the service.

### Safe Sleep:

- Sleep practices were in line with current safe sleep guidance. Children under two slept on appropriate floor beds and there was documentary evidence of a sleep plan and risk assessment available for each child.
- The temperature of the rooms was maintained between 18-22°C whilst children were sleeping. A log was maintained where the temperature of the room and the colour, breathing and position of sleeping children was checked every 10 minutes.

### Fire Safety:

- Emergency exits were observed to be unobstructed, and fire evacuation procedures were displayed clearly throughout the premises.

### Non-Compliance Information

#### General Safety:

1. There were trailing flexes in Busy Bees and Little Bears which were accessible to children. This posed a potential risk of injury.

2. The water temperature in the wash hand basin used by the children in the Busy Bees room exceeded the recommended temperature of 43°C. A temperature of 44.8°C was recorded by the inspector at 11.01am. This posed a scald risk to the children.

### Infection Control:

The following increased the potential risk of infection:

3. The practice around the cleaning and storage of soothers in Little Bunnies was not sufficient to support appropriate infection control. The following was observed:
  - A soother which the inspector found in a toy box was given to a child without cleaning.
  - Soothers were stored uncovered by the sink while hand washing and cleaning of the trays from the highchairs was underway.
  - A child was observed to take a soother from another and place it in their mouth.
  - A soother found on the floor was washed under a running tap and staff reported that soothers were steamed every second day. This is not effective cleaning for soothers.

Soothers require appropriate storage and effective cleaning procedures must be in place to reduce the potential risk of infection.

4. The practice around the use of nappy creams was not sufficient to support appropriate infection control. Nappy creams were not individually labelled in Busy Bees, Little Bunnies and Little Monkeys. There was a risk staff could use an incorrect cream on a child, thereby increasing the risk of cross contamination.
5. The following impacted on appropriate infection control in the sanitary areas:
  - The paper towel for hand drying in the sanitary accommodation off Little Monkeys was not hygienically dispensed and required repeated hand touch.
  - There was no paper towel directly accessible in Busy Bees sanitary accommodation, and the children were observed to use paper towel in the care room which was not hygienically dispensed.  
This was identified as a non-compliance on the last inspection held on the 7 February 2024 and actions put in place failed to prevent a recurrence.
  - The toilet roll in Busy Bees was not hygienically dispensed. This increased the potential for cross contamination.

### Administration of Medication:

6. The emergency medication for a child was out of date. This could reduce the effectiveness of the medication and was not in line with safe practice.

## Action submitted by the Registered Provider

### Corrective & Preventive Action

#### General Safety:

##### Corrective actions:

1. The trailing flexes were in both rooms were secured and are now inaccessible.
2. The temperature of the water was adjusted to not exceed 43 degrees Celsius.

##### Preventive actions:

1. In the Busy Bee room, a standing table for the staff has been moved over to the plug sockets where there is a safe, non-accessible area from the children where tablets can be charged and speakers plugged in. Conduit boarding was installed to cover the trailing flexes in the Little Bear room where staff plugged in chargers and a small disco light. A small shelf was installed to keep the tablet/disco light in a safe secure place.
2. The service ensure water temperature will be checked twice a day for the forthcoming week to ensure it has stayed at the correct temperature as in accordance with Tusla regulations.

#### Infection Control:

##### Corrective actions:

3. Staff were informed of the issues raised and briefed on safe practice surrounding infection control; staff were informed if a child's soother comes into contact with an un-sanitized surface it must be disinfected before being given to the child.
4. Nappy creams were labelled with the children's full name and put in the child's corresponding shelf with their nappies and wipes in the changing rooms.
5. Staff were informed to encourage the children and provide support for them to take their own piece of tissue and not rely on the staff to tear a piece off and hand it to them.  
Paper towel and refills have been placed within both care room and sanitary accommodation.

##### Preventive actions:

3. The service will ensure that all soothers are now placed in appropriate storage; a labelled box with each individual child's name, stored above the sink in a designated soother box on a shelf. Soothers will be sterilised every day at the end of the day in a 'soother tree' that can be placed in the dishwasher. Staff were informed going forward babies should only have soothers during sleep time, teething or if upset, otherwise throughout the day, the babies do not need them.

4. The service will ensure all creams/wipes/nappies will be recorded on a sheet with the date it was handed in and the name of the child of who it belongs to. All staff were informed all creams must be labelled with the child's full name to prevent cross contamination and improve infection control within the room.
5. The paper towel used for hand drying in the Little Monkeys is stored in a handheld casing by the staff where the children can take off their own piece of paper tissue.  
A paper towel holder has been installed in the Busy Bees sanitary accommodation at a height accessible to children in both care room and toilet area.  
The toilet rolls in the Busy Bee sanitary accommodation have been placed on a handle where the children can rip off their tissue without picking up/handling the roll of toilet roll to improve infection control.

### **Administration of Medication:**

6. Corrective action: The out-of-date emergency medication was returned to the child's parents, and a new in-date medication was provided.  
Preventive action: All care plans were updated in terms of medication both daily and in case of emergencies. More frequent check-ups of twice per month on medication dates have been implemented.  
All care plans have been updated, and expiry dates of each medication has been added.

### **Supporting documentation submitted**

#### **General Safety:**

1. Photographic evidence.
2. Photographic evidence.

#### **Infection Control:**

3. Minutes of staff meeting, photographic evidence.
4. Minutes of staff meeting, photographic evidence.
5. Photographic evidence.

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

6. Photographic evidence.

### **Summary Comment**

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

## 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) The service provided evidence that a person trained in First Aid Responder training was available during the operational hours of the service to the children attending the pre-school.

(2)(a) and (b) Suitably equipped first aid boxes were available and were safely stored in an easily accessible and conspicuous positions on the premises.