



Name of Service:	Busy Kids Creche
Address and contact details of service:	Hansted Newcastle Road Lucan Dublin K78 K023
TUSLA Identifier:	TU2021DS036SA
Type of Service and age profile:	School Age Service for children aged 4 to 10 years old.
Name of Registered Provider:	James Moore
Inspection Date:	9 August 2023
Previous Inspection Date:	Not applicable
Inspectors:	M. McDonnell A. Bradshaw
Registration Status:	Registered
Date of Registration:	22 September 2021
Conditions Attached to Registration:	None attached
Additional Information:	This inspection was triggered by a notification the service submitted to the Inspectorate.

Legislation:	Tulsa's Early Years Inspectorate is the independent statutory regulator of School Age Care Services in Ireland, and its role is to promote and monitor the safety and quality of school age care provision in accordance with the following legislation: • The Child and Family Agency Act 2013 Part 12 58 (G). • The Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018). A School Age Care Service is one which caters for children under the age of 15 years enrolled in a school providing primary or post primary education. The service may provide a range of activities that are developmental, educational and recreational in manner, which take place outside of school hours, the primary purpose of which is to care for children where their parents are unavailable. It is the responsibility of a registered provider to ensure the safety and well-being of school age children and the above legislation authorises Tulsa to assess compliance with the Regulations.
Inspection Methodology:	The inspection was unannounced to assess compliance with the Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018) and the Child Care Act 1991, Section 58 as amended by Part 12 of the Child and Family Agency Act, 2013. The findings on inspection are based on: • Information obtained through examination of documentation • Direct observation • Discussion with relevant staff This inspection aims to determine the extent to which service is appropriate for the care, safety and wellbeing of children in accordance with the regulations cited above. Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have corrected the non-compliance and will prevent them from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced. The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes. The contents of the report are compiled by the inspectorate body.

Description of Service:

Busy Kids Creche is a purpose built one-storey service located in a residential area of South Dublin. The service is registered to provide school age care to children aged 4 to 10 years old. Whilst the service is registered to operate between 7.30am and 8.30am, and 1.50pm and 6.00pm, it is currently accommodating children between 8.30am and 1.50pm during school holidays. The school age children are cared for in one of the seven rooms available in the service. There is an onsite kitchen and there are sanitary areas available for children and staff. An outdoor area is available to the rear of the service for the school age children. There is a registered pre-school service also in operation on the premises.

Staffing:

The registered provider does not work in the service. The registered provider employs nine staff who work in the service with the school age children. Of the nine staff there are two managers who work in a supernumerary capacity, six staff who work directly with the children, and a cook.

Acknowledgements:

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

Summary of Findings:

The registered provider was found to be compliant in:

- Regulation 8: Vetting disclosures;
- Regulation 9(1)(2)(4): Staffing levels;
- Regulation 10: Policies etc. of a school age service;
- Regulation 11(a): Premises;
- Child Care Act 1991, Section 58 as amended by Part 12 of the Child and Family Agency Act, 2013.

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

- Regulation 7(1): Notification of change in circumstances.

Conclusion and follow-up actions:

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

Regulation 7: Notification of change in circumstances
Purpose As the registered provider, you must ensure that you notify the Agency in writing of any proposed changes in relation to the school age service identified in the register within specified timelines. Core Regulatory Requirements Does the service have systems in place to notify the Agency of any change of circumstances?
Regulatory requirement not met
(1) The registered provider had not submitted a change in circumstances notification to Tusla regarding the change of registered operational hours. The attendance records for the day of inspection demonstrated that children had attended the service between 8.30am and 1.50pm. However, the service was only registered to operate from 7.30am to 8.30am, and from 1.50pm to 6.30pm.
Corrective & Preventive Action Response submitted by the Registered Provider
(1) On 10 August 2023, the registered provider stated that they submitted a change in circumstances request to Tusla to officially amend the registered operational hours. The registered provider submitted confirmation of the approval of this change. The registered provider stated they understood the importance of adhering to the terms of Tusla registration. They noted that the hours they originally registered to operate for were incorrect and that they take full responsibility for that.
Summary The actions and evidence submitted by the registered provider in their corrective and preventive action plan have addressed the non-compliance identified on inspection.

Regulation 8: Vetting disclosure

Purpose

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

Core Regulatory Requirements

Does the service have clearly defined governance arrangements and structures?

Regulatory requirement met

(1)(a)(b)(c)(d)(2)

The inspector reviewed the staff files of the registered provider and nine staff members. There was a Garda vetting disclosure in place for the registered provider and the nine staff members. The documentation reviewed provided evidence that police vetting was not required for seven staff members. Police vetting was available for two staff members who had resided outside of the State for more than six consecutive months. There were two written references on file in respect of the registered provider. Of the 18 written references required for staff, all were available from a past employer or source other than a previous employer. A review of the start dates and the documentation demonstrated that consideration had been given to a staff members' references, Garda Vetting disclosure, and police vetting as required, prior to staff working with children.

Regulation 9: Staffing levels

Purpose

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

Core Regulatory Requirement

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

Regulatory requirement met

(1)(2)(4)

There were appropriate ratios maintained during the inspection. There were two staff members working directly with the six school age children in attendance.

Staff were observed to actively supervise the children. For example, on the inspectors' arrival, the children were playing in the outdoor area. Staff were observed in different parts of the outdoor area and were watchful of the children whilst talking with inspectors. Some children were heard telling staff they needed to go inside the service to use the toilet. Staff facilitated this request while also ensuring adequate supervision of other children. Staff discussed the supervision arrangements of children and these were reflective of the service's supervision of children policy.

Regulation 10: Policies etc of a school age service

Purpose

As a registered provider, you must develop, approve, distribute and review policies, procedures and statements in a consistent way. Policies and procedures will standardise your service's approach to implementing best practice and ensuring compliance with the legislation and regulations.

Core Regulatory Requirement

Are all the policies, procedures and statements in place for the school aged service?

Regulatory requirement met

The inspector reviewed the behaviour management policy. The policy contained information as per Schedule 6 of the regulations to support staff in their practice.

Regulation 11: Premises

Purpose

As the registered provider, you must ensure that you provide an outdoor area on the premises and that children can access this on a daily basis. If an outdoor area is not provided you must ensure that children can access an outdoor space on a daily basis.

Core Regulatory Requirement

Is an outdoor area provided to the children on a daily basis?

Regulatory requirement met

(a)

There was an enclosed outdoor space at the rear of the premises. Children were observed in the outdoor space area during the inspection. Children had access to a large climbing frame with a slide. There were also scooters and a seating area available to the children.

Health, Safety and Welfare of children

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

Purpose

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

Core Regulatory Requirements

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

Regulatory requirement met

The inspectors found that the registered provider had completed the following to safeguard the health, safety and welfare of children attending the service:

- The registered provider had systems in place to support effective risk management practices. For example, following a documented incident, staff had reviewed the policies and procedures in place and attended training. Staff discussed with the inspectors the benefits of this training and how it supported their work with the children.

- There was a secure entrance to the service which supported the supervised access and exit of children and visitors. The locked main door to the service was accessed via a doorbell system, from which staff provided entry to parents and visitors. This area led to a small entrance hall where there was another locked door to gain entrance into the main service. This created a secure entrance area to supervise the access and exit of children and visitors. Staff were observed to supervise the exit of children from this area.
- Children's choice was facilitated throughout the inspection. This was demonstrated through observations of the children being given the opportunity to interact with their peers and with appropriate staff involvement. At other times children approached staff and the staff took the time to discuss the children's play and interests with them. Choice was also facilitated during snack time. All of the children were offered snacks and some children declined, opting to wait for tea.
- On discussion with the cook, they noted that the children were provided with a variety of nutritious meals. The children were given a hot meal of fish, mashed potato, and spaghetti hoops on the day of inspection. They were also offered a snack of fruit, rice cakes, and cream cheese. The daily menu displayed in the hallway indicated that the snack planned for the afternoon was ham sandwiches. Water was freely available to the children.

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