

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2021DY005
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Name of Service:	Safari Childcare
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Address of Service:	The Sterling Building, Clancy Quay, Islandbridge, Co. Dublin
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Eircode:	D08 A2TN
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Name of Registered Provider:	Cian Powell
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Service type:	Full Day
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Dates of Inspection:	22/01/2024
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Date 2 of Inspection:	23/01/2024
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No of pre-school children:	AM	74	PM	66
Day 2	AM	74	PM	66

Address of the Early Years Inspectorate:	Tusla Child and Family Agency, Early Years Inspectorate, Nexus Building Block, Blanchardstown Corporate Park, Dublin 15.
Inspection undertaken by:	E Hosford and C Harte
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.

Description of service

Safari Childcare based in Clancy Quay; south Dublin city is one of eight services operated by the registered provider. The service offers a sessional service to children availing of the Early Education and Childhood Care (ECCE) scheme from 8:45am to 11:45am Monday to Friday, and full day care service for children aged between 6 months to 5 years from 8am to 6pm. The service also provides care to school age children from 1:30-6pm during school term.

The service operates from a three-storey premises and has eight care rooms and two separate sleep rooms for use by the children under the age of two years.

On the ground floor are the Wobbler room 1, Toddler 1 and Toddler 2 rooms. On the middle floor are the Wobbler 2, a sleep room and Toddler 3 room, and on the top floor are Preschool 1, Preschool 2, and the ECCE/School Age Care room. There are sanitary facilities on all floors and the kitchen and staff room are in the basement. An enclosed outdoor area is also on site on the ground floor.

Staffing

The registered provider does not work in the service and employs 23 staff, of these there was a designated person in charge and a deputy person in charge who work in the care rooms as required. One staff member is responsible for the preparation of meals and snacks on site for the children.

During the two days of the inspection there were 14 to 18 staff members working with the children in attendance and a student. On the first day of inspection a staff member from another branch of the service-maintained ratio's in the Wobbler 2 care room from until 2pm.

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.

Regulation 9 Management and recruitment (1)(a)(b)(c), (2)(a)(b)(c)(d), (3), (4),

Regulation 11 Staffing Levels (1)(2)(8)(a),

Regulation 16 Record in relation to Pre School-Service (h)(i)(j)(k)

Regulation 21 Equipment and Materials and

Regulation 23 Safeguarding Health, Safety and Welfare of child.

A sampling process was used to assess compliance under regulations:

16 Record in relation to Pre School children,

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

(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

(2) The staff files of 23 employees and one student were reviewed.

(a) The following references were available from a past employer.

- Two validated written references were available for 14 staff members.
- One validated written reference was available for 5 staff members.
- One validated written reference for the student.

(b) The following references were from a source other than a past employer.

- Two validated written references were available for 3 staff members.
- One validated written reference was available for 5 staff members and the contractor.
- One validated written reference for the student.

(c) Garda Vetting disclosures were available for 23 staff members and the student.

(d) International police vetting was available for 21 staff members and the student who had resided outside of the jurisdiction for more than 6 months as an adult.

(3) On review of documentation it was observed that staff members employed in the service since the last inspection in May 2023 had not commenced employment within the service prior to the completion of the required statements as outlined in paragraph 2 to include references and garda vetting.

(4) Twenty-one staff members employed within the service had evidence to confirm they held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications.

Non-Compliance Information

The registered provider did not ensure that the following was in place:

(2)(a)(b)

A reference from a source other than a past employer was available for one staff member, however, it was not accepted as it was from a family member.

(4) Documentary evidence was not available to confirm that one staff member working directly with the early years children held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2)(a)(b)

In response to the non-compliance the service has stated that a written reference from a reputable source has been obtained and is now validated by the service manager.

(4) In response the service has stated that this staff member no longer works directly with early years children.

To ensure future compliance an employment checklist will be completed before each staff member begins their employment with the service ensuring all required qualifications and documents are validated and available. This will be monitored by management and the registered provider.

Supporting documentation submitted

(2)(a)(b) Documentary evidence.

(4) Corrective action.

Summary Comment

The service has addressed the non-compliances as identified.

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 first day of inspection there were 18 staff working with 74 children in the morning and 14 staff working with 66 children in the afternoon. On the second day of inspection there were 18 staff working with 74 children in the morning and 13 staff working with 66 children in the afternoon.

(2) It was observed that the correct adult/child ratio was maintained in the service throughout the two days of inspection as the table below demonstrates.

Room and age profile of children	Day 1		Day 2	
	Staff: Children		Staff: Children	
	Morning	Afternoon	Morning	Afternoon
Wobbler 1 (1-2 years)	2:8	2:7	2:6	2:7
Wobbler 2 (18 months-2 years)	2:8	2:6	3:7	2:6
Toddler 1 (2-3 years)	2:11	2:11	3:11	2:11

Toddler 2 (2-3 years)	2 staff and 1 student with 9 children	2 staff and 1 student with 9 children	2 staff and 1 student with 10 children	2 staff and 1 student with 9 children
Toddler 3 (2-3 years)	2:11	2:11	2:11	2:11
Pre School 1 (3-4 years)	2:12	2:13	2:14	2:14
Pre School 2 (4-5 years)	3:9	2:9	2:9	1:8
ECCE/SAC (3-4 years)	2:6	0	2:6	0
Total	18:74	14:66	18:74	13:66

** Calculated as per Schedule 6 Adult: Child Ratios Part 1.

(8)(a) The staff roster available demonstrated that two adults were on the premises during the operation of the service.

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

(i) The staff roster available demonstrated the staff present in the service on the two days of inspection.

Non-Compliance Information

(h) Staff did not maintain written records of the time of arrival and departure of each child in the service as the following was observed. This reduced the effective evacuation of children in the event of an emergency.

- On the first day of inspection in the Toddler 1 care room at 10:43am 10 children were present however, only 9 children were recorded as being in attendance.
- At 12:13pm in the Toddler 1 room a child that arrived at the service at 11:15am was not recorded as being present.
- At 11:23am on the second day of inspection 14 children were present in the Pre-School 1 room, however, only 13 children were signed into the roll book.

(j) Documented signed parental consent for the administration of emergency medication was not available for two children. This reduced the effective and timely treatment of children in the event of an allergic reaction emergency.

(k) On review of 21 accident and incident records in the service it was observed that the following information was not recorded.

- No surname or date of birth of the child was recorded on two of the forms, three additional forms did not include the date of birth of the child.
- Three forms did not include the signature of the parent to confirm that they were made aware of the incident on collection from the service, an additional six forms did not include the date the parent signed the form.
- One form did not include the signature of the staff member who completed the form or the signature of the manager to confirm they were made aware of the incident.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(h) In response the service has responded that at a staff meeting on the 27 February 2024 subsequent to the inspection, staff were told the importance of keeping the register up to date at all times. The staff went through the policy on checking in and out and signed off on the policy to show that it was understood.

(j) To address the non-compliance the medication consent form was completed by the two parents.

(k) In response all staff have had refresher training on the policy on accidents and incidents and implementation of the same will be monitored by the registered provider.

All registers will be monitored daily by management and the registered provider.

The service through monitoring and training will ensure practices are constantly reviewed in line with good practice and the services policies and procedures. A record is now being maintained of all refresher training conducted and attendees at same.

Supporting documentation submitted

(h), (j) and (k).

Documentary evidence of a staff meeting held on the 27 February 2024.

Summary Comment

The service has addressed the non-compliances as identified.

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

Compliance Information

(1)(a)

Basic Needs:

- Staff were observed caring for the children in a calm and friendly manner with attention given to their individual needs and preferences. Suitable outdoor clothing was provided for each child when going outside and assistance was given to the children when required.
- Rest areas were provided in the care rooms to enable the children to rest and relax throughout the day.
- The service provided all the meals eaten by the children which included a breakfast of cereal, morning snack of sliced fruits, a hot meal at lunch time, an afternoon snack of breadsticks and vegetable sticks and an afternoon tea of sandwiches.
- The temperature of the care rooms while children played was maintained within the recommended 18-22 °C during the time inspectors spent in the care rooms. For example, on the first day of inspection the

temperature of the Toddler 1 room at 11:23am was recorded as 18 °C, and at 12.01pm in Toddler 2 it was recorded as 18.5 °C.

Non-Compliance Information

(1)(a)

Basic Needs:

1. Staff did not ensure that each child's dignity and privacy was maintained while attending to their nappy changing and toilet training procedures. For example.
 - At 11:29am and 2:51pm on the first day of inspection in Toddler 1, staff members brought three children to the sanitary facilities to change their nappies and at 11:29am to promote toilet training for two children. Two children were observed using the potty in view of their peers. This is at variance with the service policy on toilet training which states that children's rights and needs for privacy should be always respected.
2. Documented care plans were not available for two children in the Toddler 1 care room that required emergency medication in the event of an allergic reaction. This reduced the effective identification and treatment of the children in an emergency.
3. At mealtimes additional food was not offered to children in the Wobbler 1 and Toddler 1 rooms. Children at this age cannot always indicate to their carer that they would like more food.
For example: A child in Wobbler room 1 reached for another child's bowl once their portion of dinner was finished. The child was told no by a staff member and the bowl was returned. When staff were asked by the inspector if more food was available, they confirmed that they could ask in the kitchen for more food, however, no more food was observed being made available or being offered to the children.
4. Water to drink was not provided to six children in the Wobbler 1 care room on the first day of inspection with or after their meal at lunch time.
5. An adult chair to enable staff to sit and feed children in the Wobbler 1 room was not available.

Supporting Relationships:

6. Planned activities in the Pre School 1 care room were observed to be adult led on the second day of inspection. This did not promote the individual children's independence and preference to undertake an alternative activity. For example. At 11:33am staff set up puzzles and jigsaws on the tables, each child was requested to join the group. One child who had begun playing with cars and trucks was reluctant to participate. On two occasions the staff member tried to remove the items and asked the child to participate. The child became upset by crying and attempted to hold on to the toys and move away from

the staff member. After the second attempt the staff member removed the toys, and the child joined the group. An alternative method of encouraging the child to join their friends could have been employed to reduce the upset of the child.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Basic Needs:

1. To address the non-compliance all staff have had refresher training on the policy on toilet training and the implementation of the same will be monitored by management and the registered provider.
2. In response the service has stated that all care plans are now updated and completed by the parents with additional first aid training received for staff on the 4 March 2024, showing the importance of the care plans.
3. and 4. Following the inspection, a staff meeting was held on the 27 February 2024, mealtimes were discussed as part of the services healthy eating policy, it was agreed that additional food would be available for children and drinking water would always be available to children throughout the day.
5. An adult chair is now available in Wobbler 1. Evidence attached.

Supporting Relationships

6. To address the non-compliance a staff meeting was held on the 27 February 2024, and it was discussed how activities are implemented and how following the child's lead must come into effect at all times.

To ensure continued compliance the service through monitoring and training will ensure practices are constantly reviewed in line with good practice and the services policies and procedures. A record is now being maintained of all refresher training conducted and attendees at the training.

Continuous training, evaluation and reflections of our curriculum will be done in how best we support the children in our service through child led play and exploration.

Supporting documentation submitted

1. Staff meeting
2. Care plan templates.
- 3 and 4. Staff meeting
5. Photographic evidence
6. Staff meeting.

Summary Comment

The service through corrective and preventive actions taken have addressed the non-compliances as identified.

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

Pre-School Rooms and ECCE care room

- The Pre School rooms were observed to be well laid out with areas to encourage and enable the children to explore, develop and create play and learning opportunities.
- Each room had a home area which had supporting equipment of pots, dishes, play food and dolls, a construction space with blocks, bricks, cars, trucks, and train sets. Arts and crafts with available and accessible paint, glue, brushes paper and white boards. Comfortably furnished rest areas with child and adult size sofas, soft toys, cushions, blankets, and a selection of books.

Non-Compliance Information

1. Materials and equipment to support each child's learning and opportunities were not available in some areas. For example.
 - Areas of interest in the outdoor area such as play kitchen and playhouses were observed to be empty and therefore did not create opportunities for the children to engage with.
 - The Wobbler and Toddler care rooms lacked developed areas of interest to enable the children to create sensory experiences such as sand, water, paint, playdough, or supporting equipment. It is acknowledged that sensory equipment such as sand and shredded paper were provided to the children on the second day of inspection.
 - Chairs available for tabletop activities and games were removed between meals in the Wobbler 1 care room. This reduced the available opportunities for the children.
 - Birthday and family wall displays in the Wobbler 1 room were out of visual eye line of the children, this reduced the children's enjoyment and sense of belonging and ownership of their care room.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. To address the non-compliances the registered provider has stated that.
 - A purchase of outdoor equipment was made following the inspection with a specific storage area for outdoor equipment. A timetable of setting up the garden has also been put in place.

- Toddler and Wobbler room teams were spoken to about the importance of sensory activities being made available at all times for the children. A purchase of additional resources and equipment was made.
- Chairs are no longer being removed between mealtimes and are available for the children throughout the day.
- Birthday and family display walls are at the children's height.
- Staff have been advised when setting up the garden to report any missing or broken pieces so they can be replaced or repaired immediately.
- Management and Room Leaders will ensure that all indoor and outdoor equipment is maintained and resourced to meet the needs of the children. A monthly budget is available to purchase equipment as required.
- Displays will be regularly updated with the children's photos at the child's height.
- Continuous training, evaluation and reflections of our curriculum will be done in how best we support the children in our service through child led play and exploration.

Supporting documentation submitted

Documentary and photographic evidence.

Summary Comment

The service through corrective and preventive actions taken have addressed the non-compliances as identified.

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:

- Children were supervised while in the reception area and exit from the service was restricted by an electronic lock which was positioned out of children's reach.
- The outdoor area was secured with a locked gate, high wall, and fence.
- All cleaning agents and sharp equipment were stored out of reach of the children in locked presses or on high shelves.
- The kitchen was inaccessible to the children on the day of the inspection.
- Blind cords and cables were all observed to be secured or out of reach of the children.

Infection Control:

- Parents provided the service with soothers for their children daily in a labelled container. Sterilising facilities for cleaning the soothers were available in the service if required.
- Cots in the sleep room and stackable beds were positioned with the required 50cm between them to reduce the potential of cross infection.

Safe Sleep:

- Staff maintained ten-minute sleep checks on all the children to include their colour, breathing and position.
- The temperature of the cot room while children slept was maintained within the recommended 16-22 °C. For example, at 12:49pm the temperature was recorded as 16.7 °C.

Fire Safety:

- The emergency exit areas in the care rooms were observed to be unobstructed and clear of any toys or obstacles on the two days on inspection.

Non-Compliance Information

General Safety:

1. Five care rooms did not complete the daily outdoor risk assessment prior to using the area on the first day of inspection.

2. Unstable shelving was observed in the Wobbler 2 care room and a hallway off the main reception leading to a potential risk of falling on a child.
3. A toilet seat in the Pre School sanitary facility was observed to be damaged and increased the potential risk of causing injury to a child.
4. A changing mat used by the children in the Wobbler sanitary facility was observed to be bigger than the shelf it rested on. This increased the potential risk of injury to a child.
5. Between snacks and mealtimes stacked chairs were accessible to the children in the Wobbler 1, this increased the potential risk of falling on a child and injuring them.
6. A pinch risk to the children was observed due to a broken door guard on the Wobbler 2 care room door and the door leading into the main reception.
7. Medication available within the service was not managed as per the service policy, for example.
 - Expired medication that was no longer in use was not returned to the parent.
 - Medication for a child was not labelled with the child's name, the date, expiry date, storage instructions and dosage, method of administration, plus the name of the health care provider that recommended the medication.
8. Staff did not maintain a record of children that moved between rooms at sleep time and during the day to maintain ratios. This reduced their effective evacuation in the event of an emergency.

Infection Control:

9. Infection control practices observed in the Wobbler and Toddler rooms did not prevent the potential risk of cross infection. For example:
 - Children in Toddler 1 did not have their hands washed on return to the care room after outdoor play.
 - Staff in Wobbler 1 cleaned seven children's hands and faces with the same cloth.
 - Sheets used in cots at sleep time were observed to be soiled and dirty.
10. The nappy changing practice was not carried out according to the service nappy changing procedures which were displayed in the room and as a result posed a risk of cross-infection. The following practices were observed:
 - The same apron was retained for the duration of three nappy changes.
 - The gloves were not removed prior to the child being dressed.
 - Repeated hand touch of the lid of the bin was observed during the disposal of the soiled nappies.
 - The changing mat was not consistently cleaned after each nappy change.

- The staff member did not wash their hands after each child and neither the staff member or the children washed their hands before returning to the care room.
11. A staff member did not follow the service toilet training policy and procedures while assisting two children. For example.
- The potties were not emptied into the toilet but into the sink used for hand hygiene.
 - The potties were not cleaned with hot water and detergent but cleaning spray and tissue.
 - The staff member and the two children did not wash their hands after toilet training and before returning to the care room.
12. A counter top in the Wobbler sanitary facility was observed to be neither washable nor wipeable. This increased the potential risk of cross infection.
13. Warm water to ensure effective hand hygiene was not available to the children in the ECCE sanitary facility on the second day of inspection at 10:56am. The water was cold.

Administration of Medication:

14. Following a review of nine records of the administration of medication, it was observed that the service policy and procedures were not followed. This did not support the safe and accurate administration of medication to the children. For example:
- Five records reviewed did not have the child's date of birth recorded.
 - Three records did not have the signature of the manager recorded.
 - One form did not include the second staff members signature who witnessed the administration.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

In response to the non-compliances the registered provider has stated that;

1. The service has in place risk assessments for outdoors, during our staff meeting on the 27 February 2024 it was agreed by all staff that risk assessments are fully carried out with continuous visual checks throughout their time in the garden.

A review with staff on the risk assessment of our outdoor area and the importance of being vigilant in the outdoor gardens ensuring the area is safe at all times.
2. The shelving in our Wobbler room and hallway has now been screwed to the wall. Please find attached photo evidence. Management will ensure any new shelving purchased will be placed correctly not posing a risk to the child.

3. The toilet seat has been replaced. Staff and Management have been asked to report any risks, breakage or repair to our maintenance when completing daily risk assessments.
4. The changing mat's position has been changed.
5. The staff in the Wobbler room were spoken to about the risks of chairs being stacked, they are no longer stacked.
6. The finger guard has been removed and replaced.
7. All staff have had refresher training on the policy on Medication and the implementation of the same will be monitored by management and the registered provider. The policy on Administration of Medication was discussed during our staff meeting on the 27 February 2024, staff were asked to sign off that the policy was understood, management will observe and monitor the implementation of the policy.
8. At the staff meeting it was discussed how our registers are in real time, so children who move between classrooms are documented.

Infection Control:

9. All staff have had refresher training on the policy on Infection Control and the importance of washing hands, the use of face cloths and how sheets once soiled or marked need to be washed or changed immediately. Following the inspection, a purchase of additional sheets was made. Evidence attached.
10. Following the inspection all staff received training on the nappy changing procedure, it was again discussed at the staff meeting, the importance of following the steps outlined in written and visual posters in the changing areas.
11. Following the inspection staff were given practical training on potty training and in our policy of potty training, staff were given the policy on Potty Training and asked to sign off that it is read and understood.
12. The countertop is now wipeable to ensure it does not pose a risk of cross contamination.
13. Following the inspection, the temperature of the water was fixed and now reads the correct temperature.

The policy and practical training on Infection Control, Nappy Changing Procedure and Potty Training was done by management, staff were asked to sign off that the policy was understood, management will continue to observe and monitor the implementation of the policies.

Administration of Medication:

14. In response the service has stated that all staff have had training on the recording of administration of Medication as set out in our policy. The policy and practical training on the recording of administration of Medication was done by management, staff were asked to sign off that the policy was understood, management will continue to observe and monitor the implementation of the policy.

Supporting documentation submitted

General Safety:

Photographic and documentary evidence.

Infection Control:

Photographic and documentary evidence.

Administration of Medication:

Documentary evidence.

Summary Comment

The service through corrective and preventive actions taken have addressed the non-compliances as identified.