



Name of Service:	Giggles Creche
Address and contact details of service:	95 Lough Gate, Portarlinton, Co. Laois
TUSLA Identifier:	TU2021LS012SA
Type of Service and age profile:	School Age Service for children aged 4 to 12 years
Name of Registered Provider:	Valerie Keating and Sinead Boland
Inspection Date:	23 August 2023
Inspectors:	A. Bradshaw- Inspector A. Spain- Registration Support Manager
Registration Status:	Registered
Date of Registration:	26 August 2021
Conditions Attached to Registration:	None attached
Additional Information:	The inspection was completed on the receipt of feedback and concerns received by 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:

This purpose-built service is located in a housing estate in a residential area of Portarlinton, Co. Laois. The service is registered to care for up to 24 school age children between the ages of 4 to 12 years old. On the day of inspection, there were 10 children aged between 4 to 9 years old in attendance. During school terms, the service is registered to operate from 8.00 to 9.00am, and 1.30 to 6.30pm. Outside of school terms, the service opens from 8.00 to 5.30pm. The service is privately owned and operated by the two registered providers. The service operates from a single-story premises with a dedicated room for school age children. This room has direct access to an outdoor play area. The enclosed outdoor play area which is secured by high-level concrete walls and high-level timber fencing on the open gable end is located at the back of the premises. The outdoor play area is provided with an all-weather surface. The building includes an office, kitchen, and sanitary areas. Car parking and set down is possible in a designated area outside the premises.

There is also a registered pre-school service in operation which accommodates children aged 0 to 6 years old.

Staffing:

There are four staff employed in the service to care for the school age children. This includes the supervisor, the deputy supervisor, and two staff members. The registered providers are not part of the staff complement, but one was available to facilitate the inspection.

Acknowledgements:

The inspector wishes to acknowledge the co-operation of the children, the registered providers, and the staff who were present on the day of the inspection.

Summary of Findings:

The inspection was based on information received by the feedback and concerns office of the Early Years Inspectorate on the 3 August 2023. The following regulations were inspected and found to be compliant:

- Regulation 8(1)(a)(b)(c)(d)(2): Vetting disclosures;
- Regulation 9(1)(2)(4): Staffing levels;
- Regulation 10: Policies etc. of a school age service;
- Regulation 12: Insurance;
- Regulation 13: Complaints (1)(a)(b)(c) (2)(a)(b);
- 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.

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 six staff files which included both registered providers, the supervisor who was not available on the day of inspection, the deputy supervisor, and two staff members. Twelve validated written references from past employers and six Garda Vetting disclosures were on file. The records reviewed demonstrated that police vetting was not required.

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)

An adequate number of staff were available for the duration of the inspection, and they ensured children were appropriately supervised. There was one staff member working with six school age children and they appeared to meet the needs of the children in attendance.

Regulation 10: Policies 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 complaints and behaviour management policies. The policies contained information as per Schedule 6 of the regulations to support staff in their practice.

Regulation 12: Insurance

Purpose

As a registered provider, you must ensure that the school age service is adequately insured.

Core Regulatory Requirement

Has the service obtained adequate insurance for the type of care and number of children attending the service?

Regulatory requirement met

The service had insurance cover in place for a maximum of 30 children to attend the service daily. The insurance cover was valid from 28 March 2023 to 27 March 2024.

Regulation 13: Complaints

Purpose

As a registered provider, you must be open and responsive to people making complaints about the service. You must develop and implement a complaints management process that is consistent, fair, transparent and impartial.

Core Regulatory Requirement

Has the complaints policy been implemented? If so, is there evidence that the process was consistent, fair, transparent and impartial?

Regulatory requirement met

(1)(a)(b)(c)

The registered provider had a complaints policy in place, and it was reviewed by the inspector. The complaints policy detailed the procedure for making a complaint and how verbal and written complaints should be dealt with. The policy included details of the appeals process and how a complainant would be kept informed of the complaints procedure. The registered provider explained to the inspector that all the relevant policies and procedures are emailed to parents when their child is enrolled and that a hard copy is also available in the service.

(2)(a)(b)

During the inspection, the registered provider was able to provide information and documentation to show how a complaint had been dealt with. The procedure followed was in line with the service's complaints policy.

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 observed the health, safety, and welfare of children being supported by the following:

- Children's opinions appeared to be valued by staff. Staff included them in decision-making processes during the inspection. For example, a staff member consulted with the children before the joint decision was taken to make modelling clay for subsequent use for play in the room.
- Staff used positive behaviour management skills and were observed spending time with the children when they appeared to need it. For example, a staff member was observed to interact with children at their level and support them to make decisions regarding turn-taking.
- A relaxed atmosphere prevailed in the service. A staff member sat with some children at mealtime and engaged in a quiz game. Some staff also engaged the children in a conversation on their necessary school provisions for the forthcoming school year.

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