

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2022DY005			
Name of Service:	Little Harvard Childcare Limited			
Address of Service:	Blackwood Avenue, Santry, Dublin			
Eircode:	D09THT4			
Name of Registered Provider:	James Hargrave			
Service type:	Full Day, Part Time, Sessional			
Date 1 of Inspection:	13/10/2023			
Date 2 of Inspection:	16/10/2023			
No of pre-school children:	AM	55	PM	41
Day 2	AM	51	PM	N/A
Address of the Early Years Inspectorate:	Early Years Inspectorate, Floor 7 Brunel Building, Heuston South Quarter, St. John's Road West, Kilmainham, Dublin 8			
Inspection undertaken by:	E. Finnegan Hayes & 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

Little Harvard Childcare Ltd. is a privately operated service located in a residential and retail complex in Santry, North Dublin. The service is one of 17 services operated by the registered provider. The service is registered to provide care to a maximum of 88 children on a full day care basis Monday to Friday from 7am-6:30pm. The service participates in the Early childhood Care and Education (ECCE) scheme 38 weeks per year in line with the programme rules. An enclosed outdoor area is available to the side of the premises.

Staffing

The registered provider employs thirteen staff to work in the service including the person in charge, a chef and eleven early years staff who work directly with the children. The service also has a senior management team who are not based in the service but who provide support to the service as required including a general manager, regional manager and a child protection and compliance officer. 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

Day 1 of the inspection was unannounced, while day 2 of the inspection was announced; management and staff were aware that we would be returning for a second day. The inspection focused on the areas of governance, health, welfare and development of child and safety. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under;

Regulation 9 Management and Recruitment,

Regulation 16 Records relating to the preschool service,

Regulation 19 Health, Welfare and Development of child,

Regulation 23 Safeguarding the health, safety, and welfare of child,

Regulation 27 Supervision.

As a result, the scope of the inspection included the Wobbler room and Toddler room 1 on day 1 and the Wobbler room and Toddler room 2 on day 2.

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

The inspection was triggered by information received by the Inspectorate and was carried out over two days; Friday 13th and Monday 16th October 2023.

A referral was made to the Child Safeguarding Statement Compliance Unit (CSSCU) on 20th October 2023.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the general manager, regional manager, child protection and compliance officer, 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*
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.*

(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.*

(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.

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5.*

Compliance Information

(1)(a)(b) The service had a named person in charge and a designated person who could deputise in their absence if required. A review of the roster showed that the designated person in charge or a deputy is on the premises at all times during the opening hours of the service.

(c) A clear management structure was in place in the service and staff and management were aware of their role and responsibility.

(2) Discussion with staff and management showed that eight new staff have been employed by the service since the last inspection on 6th March 2023; seven of whom work directly with the children. The files of these eight staff and the file of a staff member who was in attendance on both days of inspection but is ordinarily based in another branch were reviewed.

(a)(b) Eighteen written and verified references were available in relation to the nine staff.

(c) Garda vetting disclosures were available for all nine staff.

(d) Police vetting was available for four staff who had lived in a country other than Ireland for a period of more than 6 months as an adult.

(4) Evidence was available to show that eight staff who worked directly with the children in 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 by the Minister to be equivalent.

(7)(a) A review of the training records for staff showed that all staff currently employed have received a full induction training with regular review meetings throughout the probation period. Evidence of performance reviews and goal setting was available for staff who have completed their probation period. Management advised that performance reviews are conducted three times per year following the probation period.

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.

Compliance Information

(1) The registered provider ensured that there was an adequate number of adults working directly with the children in the service for example;

- Day 1- am; 55 children were being cared for by 12 staff members.
- Day 1- pm; 41 children were being care for by 9 staff members.
- Day 2- am; 51 children were being cared for by 12 staff members.

The person in charge and regional manager were available both days to assist in rooms as required.

(2) The registered provider ensured that ratios were maintained within the care rooms throughout the day;

Room	Age group	Day 1			Day 2		
		No. of children	Staff available	Staff required	No. of children	Staff available	Staff required
Wobbler room	1-2 years	11	4	3	12	3	3
Toddler room 1	1.5-2.5 years	10	3	2	10	3	2
Toddler room 2	2-3 years	6	1	1	6	1	1
Preschool room 1	3-4 years	11	2	1	9	3	2
Preschool room 2	3-5years	17	2	2	14	2	2

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:

- (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

(1)(j) A sample of nine medication administration records were reviewed; two of which were completed in full.

(k) A review of accident and incident records over the last number of months showed that the required details were recorded on each record.

Non-Compliance Information

(1) (j) The registered provider did not ensure that the records kept in relation to medication administered in the service were completed in full in line with best practice or the service policy. A sample of nine medication administration forms were reviewed in the Wobbler room. The following was observed;

- One record which was for a prescription medication did not contain the date of birth of the child, time to be given, parent/guardian signature in the consent section. This record had two administrations neither of which were signed by the parent/guardian acknowledging they were told that the medication was administered. A second record for the same child and medication did not contain parent/guardian signature in the consent section. This record had two administrations neither of which were signed by the parent/guardian acknowledging they were told that the medication was administered.
- One record which detailed six administrations of a prescription medication did not have the signature of a parent/guardian acknowledging they were told that the medication was administered on any of the six occasions.
- One record did not contain the name of the antibiotic to be administered. This record detailed four administrations none of which had the signature of a parent/guardian acknowledging they were told that the medication was administered.
- One record for a prescription medication which detailed one administration did not have the signature of the parent /guardian acknowledging they were told that the medication was administered.

- One record for fever reducing medication which detailed one administration did not contain the signature of the person witnessing the administration or the signature of the parent /guardian acknowledging they were told that the medication was administered.
- One record for fever reducing medication did not contain the date of birth or surname of the child. This record had one administration which did not contain the date on which the medication was administered, the signature of the person who witnessed the administration or the signature of the parent/guardian acknowledging they were told that the medication was administered.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(j) The administration of medication forms will be closely monitored by local management on a daily basis to ensure all records are completed fully by both staff and parents. Local and senior management will ensure compliance by inspecting such forms on a daily basis, group training was conducted on the 6th of November. Also 1-1 training on Medication forms took place with our educators in wobbler room.

Supporting documentation submitted

Staff training cards were reviewed.

Summary Comment

The registered provider has addressed the non-compliance identified under Regulation 16.

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

(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)(a)

Basic Needs:

- The service operates a four-week menu and provides all the food served in the service. The menu includes breakfast, morning snack, dinner, and an afternoon snack. The hot meal is prepared in a branch of the service in the same locality as the service and transported there by the chef. Additional food was readily available in the care rooms during mealtimes and provided to children who asked for more. On day 1 of the inspection morning snack was observed to be a selection of fruit including melon, orange, and apple while dinner was Chicken Massaman curry.
- The individual sleep needs of children were met in Toddler room 1 where a child who had arrived late was not put to bed at nap time as they had slept late that morning but was given an opportunity to sleep later in the day.
- Children's artwork was displayed throughout the service supporting their creativity.
- Photographs were used throughout the service to support the children's sense of identity and belonging, for example a family wall was displayed in each care room representing the children and their families.

Physical and material environment:

- The care rooms had a variety of materials and equipment suitable to the age and stage of development of the children.
- The environment in rooms where children were sleeping was conducive to sleep; the rooms were darkened and children who were not sleeping were brought to another room to engage in play. Staff sat with children to settle them.

- An enclosed outdoor area was available to the side of the premises which had a variety of play equipment to encourage different play experiences and support gross motor development. The equipment available included; a sand tray, a balance beam and slide unit.

Non-Compliance Information

(1)(a)

1. Daily records were not maintained in a contemporaneous manner and some details were observed to be incorrectly recorded for example a review of the nappy changing record in the Wobbler room showed the time at which two children's nappies were changed was recorded to be 30 and 50 minutes earlier than nappy changing was carried out and how much snack or dinner some of the children had eaten was not recorded at 3:20pm. In Toddler room 1 only one nappy change was recorded for one child at 11:56am; the staff member who completed the nappy changes finished work at 12pm. On day 2 of the inspection the details recorded on the nappy changing log which will be held on file by the service did not match the information recorded on the daily information sheets which are sent home with the children for example a child was recorded as having two spoiled nappies on the nappy changing log but one wet nappy on the daily information record which is given to parents.
2. The behaviour management strategies used by staff in the Wobbler room were not in line with the service policy which promotes seven steps of conflict resolution to be used. The following was observed;
 - Staff were observed to address instances of challenging behaviour with phrases such as "no thank you" or "no, no don't do that" and gentle hands was used repeatedly to address instances of hitting.
 - Discussion with the management regarding managing repeated behaviours showed that no plans were available to address issues as stated in the policy.
3. The programme of activities in the Wobbler room did not adequately engage the children. On day 1 of the inspection children did not go to the garden as it was wet. When the inspector entered the room at 10:20am some children and one staff member were engaged in stories in the book area. Children were observed to drift away from the activity. At 10:30am 4 children remained in the book area, 3 were at the sensory table and the other children wandered around the room. No other activities were offered to the children until 10:58am when snack arrived. No further activities were observed before children began going to the cot room between 11:30am-12pm. After nap time staff were asked about the plan for after dinner and staff didn't have a plan in place but suggested they may do an art activity.

4. The cot room was not prepared in a timely manner for sleep which resulted in the children from Toddler room 1 crawling around and playing in the cot room while the staff member prepared the cots. This did not promote a calm and relaxed transition to sleep and posed a risk of injury to the children playing between the cots.
5. Only one adult sized chair appropriate for use during mealtimes and circle times was available to staff in the Wobbler room and staff were observed to sit on the table during these times. Staff need appropriate equipment to role model acceptable behaviour to the children. An adult sized sofa was also available in the room however this was not appropriate for use during the times detailed.

(1)(b)

6. The nappy changing procedure was not done in a timely manner as outlined in the service policy. The service policy states that children's nappies will be checked every three hours. Observation in the care room, a review of the nappy changing, and attendance records showed that the nappies of four children were not changed for period of more than 3 hours on day 1 of the inspection; the individual children were present in the service between 3hours 30mins and 3hours 50 minutes before their nappies were changed. Staff were not observed to check these children's nappies from 10:10am when the inspector entered the room.
7. Bibs were observed to not be used for morning snack and were put on children after they had started eating. Children's clothes were observed to be wet and soiled following snack and dinner. This is not in line with the service policy which stated bibs should be used for all mealtimes to maintain children's clothes.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. All staff have been spoken to, regarding the importance of the accurate recording of nappy changes, mealtimes on the daily record sheets. A staff meeting was held on 6th November 2023 at which this matter was discussed. Local management will ensure compliance by inspecting daily records throughout the day.
2. 1-1 training was carried out with staff regarding the accurate recording of statistics relating to nappy changing, mealtimes and attendance logs. Local and senior management will review all records regarding nappy changing, mealtimes and attendance logs are completed on a timely and accurate manner.

3. Behaviour management was discussed at length during a staff meeting held on the 6th November 2023. Local management will ensure compliance by reviewing records and supporting staff with the implementation of our behaviour management policy in the wobbler room.
4. Cot room will always be prepared by the person in charge in the mornings prior to opening at 7am. Local management have been instructed that the cot room must be made ready first thing in the morning.
5. Three chairs have been placed in the wobbler room for staff. Three chairs have been placed in our wobbler room and staff have been informed and instructed that it is not acceptable to sit on tables.
6. Staff training was conducted on the 6th of November 2023. Staff have been instructed to check children's nappies throughout the day and informed that all children in nappies must be changed on a three hourly basis in line with our policy.
7. Staff in our wobbler room were spoken on 1-1 basis on the importance of using bibs for every meal. The wearing of bibs was discussed and spoken about in our staff meeting on the 6th of November for our classrooms for children under two years. Local management also ordered extra bibs.

The service has engaged with a quality improvement organisation to support staff regarding transitions, behaviour management engagement and implementation of activities to further improve the service provided to children.

The general manager and the child protection and compliance officer will conduct unannounced audits by inspecting the service to ensure all areas of regulation 19 are adhered to.

Supporting documentation submitted

Training cards and team meeting agenda and attendance record were reviewed.

Summary Comment

The registered provider has addressed the non-compliances identified under Regulation 19.

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 to the service was secured with an electronic coded lock which is opened internally with a release button. A second door which is also fitted with a coded lock provided a containment area for visitors. Staff were observed to attend the door to allow access to visitors. This prevented unauthorised persons entering the service unknown to staff and prevented children leaving the service unsupervised.
- A coded gate in the outdoor area and high fencing prevented unauthorised persons accessing the area while also preventing children leaving the area unsupervised.
- The temperature of dinners served by the service is recorded to ensure food is adequately cooled before being brought to the care rooms.
- Toys and equipment used by the children was maintained in good working order free from hazards.

Infection Control:

- Thermostatically controlled warm water, dispensed soap and dispensed handtowels were available in sanitary areas to support adequate hand hygiene.
- Children were observed to wash hands frequently after activities and before mealtimes.
- Cleaning spray was used to clean tables after activities and before mealtimes.
- Bedding was stored in individually labelled containers once used by the children.

Administration of Medication:

- A health care plan for one child was available and easily accessible to staff in the service.

Safe Sleep:

- An ambient temperature of 18-22°C was maintained in rooms where children aged over 1 year old were sleeping.

Fire Safety:

- The designated fire assembly point was clearly marked with signage.
- Fire escape routines were observed to be clear on both days of the inspection.

Non-Compliance Information

General Safety:

1. The press under the sink in the kitchenette in the Wobbler room was observed to be open on inspection day 1 allowing children access to cleaning products which were stored within. A child proof lock which was in place was not observed to be used and the safety gate which would have prevented children accessing the area was also not observed to be used on the day. This posed a risk of injury to the children.
2. The drawstrings bags which were used to store the children's bedlinen in Toddler room 1 were stored under each child's sheet while they were in bed; the drawstring of two bags were observed sticking out onto the floor beside the sleep mats and posed a risk of injury to the child and also a tripping risk to staff and children as they moved around the room.
3. A fire evacuation cot which was present in the Wobbler room presented a tipping risk. A child was observed to stand on the side of the cot with both feet while holding onto the side rail and shake the cot at 11:25am. This posed a risk of injury to the children. During the feedback meeting on Day 2 of the inspection the regional manager advised the inspectors that the evacuation cot had been folded and was now secured out of reach of the children in the care room.
4. Chairs in Wobbler room and Toddler room one were observed to be stacked, posing a risk of injury to the children. In the Wobbler room, two children were observed climbing on chairs which were stacked 2-3 chairs high. One child sat on the stack of two chairs and began rocking back and forth which tipped the child off the chair onto the floor. The other child climbed onto a stack of three chairs before haphazardly trying to pull a chair down off the stack. In Toddler room 1 the chairs were stacked 8 high during sleep time however children who were not due to sleep were observed moving around the room at this time. This posed a risk of injury to both the awake and sleeping children.

Infection Control:

5. The nappy changing procedure observed was inconsistent among staff and was not in line with best practice or the service policy and posed a risk of cross contamination. The following was observed;
 - A child's hands were not washed following nappy changing.
 - A staff member was observed to wear an apron into the care room which had been worn during a nappy change.
 - A staff member was observed to dress a child without removing the gloves worn during nappy changing.

Safe Sleep:

6. Sleep records were not contemporaneously completed on day 1 of the inspection. Records are required to be kept from the time children go asleep until waking. At 12pm five children were observed to be asleep in the Toddler room having been put down for a nap at 11:20am. When the inspector attempted to review the records at 12pm none were available. At 12:07pm the regional manager called the staff member back into the room to complete the sleep logs. In the cot room sleep logs were not available at 12:20pm when the inspector asked to see them, the staff member began recording them following this.
7. Two children in Toddler room 1 were observed drinking bottles while lying down flat on their sleep mats. This presents a choking hazard to the children. The service policy does not mention children on sleep mats however it does state that bottles should not be given to children in cots.

Action submitted by the Registered Provider

Corrective Action

General Safety:

1. All staff were spoken to regarding the importance of ensuring all presses are kept closed and locked with child proof locks. Staff were also informed of the necessity of using the child proof gate in the wobbler room to prevent the children from gaining access to that area.
2. Staff meeting took place on the 6th of November and all staff were informed that all drawstring bags will be placed under the child's bed and that no such bag is within reach of the child when they are using the beds.
3. The fire evacuation cot was folded away on day two of inspection as discussed with the regional manager.
4. Staff have been instructed that no chairs are to be stacked on top of one another while children are present in the classroom, this was also discussed at the staff meeting on the 6th of November 2023.

Infection Control:

5. Staff training and staff meeting took place on the 6th of November 2023 where the nappy changing procedure was discussed.

Safe Sleep:

6. The accurate completion of sleep records was also discussed at our staff training meeting on the 6th of November 2023. 1-1 training also took place in this regard. Sleep Records are being checked on a day-to-day basis by local management and senior management.
7. The safety of children while sleeping was discussed at our staff meeting on the 6th of November 2023 and the compliance with our policy regarding safe sleep was emphasized.

Preventive Action

Training has taken place with local management with regard to compliance with all aspects of regulation 23. The general manager, child protection and compliance office and regional manager will visit the facility unannounced on a regular basis to ensure compliance with all aspects of regulation 23 and to ensure that all non-compliances identified by the inspectorate do not occur in the future.

Supporting documentation submitted

Training cards and team meeting agenda and attendance record were reviewed.

Summary Comment

The registered provider has addressed the non-compliances identified under Regulation 23.

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

Staff were observed to supervise children appropriately on the large slide and balance beams in the garden area. On both day 1 and day 2 staff were observed to be present at the slide and to offer support to the children using the slide while staff also supported and encouraged children to use the balance beam safely.

Non-Compliance Information

Supervision of the children in the wobbler room on day 1 of the inspection was not sufficient in line with the inquisitive nature and developmental stage of the children in the room. A large pillar in the centre of the room may also obstruct the view of staff supervising the children. A number of incidents were observed on day 1 of inspection which were not noticed by the staff in the care room. For example, children were observed to stand on chairs and the sofa, some altercations between children went unnoticed, one child fell off the slide unit unnoticed and a child was observed to pull the sensory tray across the room posing a risk of injury to themselves or other children in the area.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Staff working in the wobbler room have been spoken to regarding supervision of children in their care and the importance in engaging with the children on an ongoing basis. Training has taken place with the staff concerned and the guidance received from a quality improvement organisation is being implemented. Local and senior management will observe the staff working directly with the children during the course of their visits to the facility.

Supporting documentation submitted

Staff training card, team meeting agenda and attendance record have been reviewed.

Summary Comment

The registered provider has addressed the non-compliance identified under Regulation 27.

Part VIII - Notifications and Complaints

Regulation 31 - Notification of incidents

A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:

(d) a serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise

Compliance Information

(d) The registered provider notified the inspectorate of two incidents which occurred in the service since the last inspection in March 2023.

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.

(2) A registered provider shall ensure that-

- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
- (b) the complaint is duly dealt with in accordance with the provider's complaints policy.

Compliance Information

(1)(a)(b)(c) The service had a complaints policy which outlined the information required.

(2)(a) All complaints received by the service since opening in January 2023 were reviewed. The registered provider had maintained a written record of five complaints received by the service.

Non-Compliance Information

(2)(b) Written records of discussions with staff were not available in relation to one complaint which is not in line with the service policy. Management advised that written statements from staff were gathered following day 1 of the inspection. These were provided to the inspector via email on 19th October 2023.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Local and senior management will ensure that accurate and appropriate records are maintained in respect of all complaints made by parents. Compliance with regulation 32 will be maintained at all times.

Supporting documentation submitted

No supporting documentation received with the CAPA

Summary Comment

The registered provider has addressed the non-compliance identified under Regulation 32.