

# Early Years Inspectorate Regulatory Report

## Pre School

|   |  |    |    |    |    |
|---|--|----|----|----|----|
| <b>TUSLA Identifier:</b>                        | TU2024CC003  |    |    |    |    |
| <b>Name of Service:</b>                         | Cherryblossoms Creche Kanturk  |    |    |    |    |
| <b>Address of Service:</b>                      | Church Street, Kanturk, Co Cork  |    |    |    |    |
| <b>Eircode:</b>                                 | P51 F654   |    |    |    |    |
| <b>Name of Registered Provider:</b>             | Christina Dunstan  |    |    |    |    |
| <b>Service type:</b>                            | Full Day, Part Time, Sessional   |    |    |    |    |
| <b>Date(s) of Inspection:</b>                   | 12/03/2025   |    |    |    |    |
| <b>No of pre-school children:</b>               | <table border="1"> <tr> <td>AM</td> <td>50</td> <td>PM</td> <td>26</td> </tr> </table> | AM | 50 | PM | 26 |
| AM  | 50   | PM | 26 |    |    |
| <b>Address of the Early Years Inspectorate:</b> | Second Floor, Estuary House, Henry Street, Limerick.                                   |    |    |    |    |
| <b>Inspection undertaken by:</b>                | F. Collins and E. Browne   |    |    |    |    |
| <b>Title:</b>                                   | Early years inspectors   |    |    |    |    |

### Authority to Inspect

The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).

|                                 |                |
|---------------------------------|----------------|
| <b>Conditions if applicable</b> | Not applicable |
|---------------------------------|----------------|

### Description of service

Cherryblossoms Creche Kanturk commenced operation in April 2024. The service is operating out of the old primary school building located beside the Catholic Church in Kanturk.

The service is operating from 07.00 to 18.30 hours daily and can cater for up to 105 children in full day care, part-time day care and sessional care provision.

The service operates the early childhood care and education (ECCE) scheme for 38 weeks of the year and is registered to provide school aged childcare.

The premises is the old primary school that has been converted into a pre-school service. The service is currently operating out of four care rooms. The service has in addition to the four care rooms in operation, two dedicated sleep rooms, toilets, nappy changing rooms, an office and kitchen, a staff room and a large hall where the children can play in wet or inclement weather. The pre-school service can use the hall in the mornings and it is used by the school aged care service in the afternoons.

There is an outdoor area onsite which the children may have access to.

The service caters for children aged 0-6 years.

### Staffing

There are currently 24 named adults who may work in the service. This includes staff for the pre-school and school aged service and staff for the office and staff whose sole duty is in the preparation and serving of food.

The registered provider works in the service and is named as the person in charge of the service.

### Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation

- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance/ health, welfare and development of child/ safety/ premises and facilities. The inspection may also focus on other areas as required.

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.

### Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, 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.*

*(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.*

*(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) The service had a designated person in charge on the premises on the day of inspection. The person in charge was the registered provider, and the staff were aware of who was in charge.
- (b) The person in charge was on the premises at all times during the operation of the service on the day of inspection.
- (c) The person responsible for child protection in the service was identified as the registered provider. Room leaders were also identified throughout the service. The person in charge and the deputy person in charge were also identified in the service.
- (2)
- Twenty-four adults may work in the service, of these 10 adults were new to the service since the last inspection. Their files were assessed along with the five files where a renewal of Garda vetting was required.
- (a) Of the 20 references required, 10 validated references were available from past employers.
- (c) Garda vetting disclosures were on file for all 10 new staff to the service and had been updated for five staff where they required the Garda vetting to be renewed, ensuring the service adhered to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice.
- (4) Of the 10 staff files assessed, three staff held qualifications at level 5 or above on the national qualifications framework. Four staff who did not have a qualification were not working directly with the children and were employed in office roles.

### Non-Compliance Information

- (2) (a)/(b) Of the 20 references required, 6 were not available and 4 references were not appropriately validated.
- (d) It could not be determined if police vetting was required for three staff as there was no curriculum vitae on file or the curriculum vitae on file was not adequate to detail where the staff had lived since they reached the age of 18 years.
- Not adequately vetting staff may allow for staff who may not be appropriate to care for children have access to them.
- (3) Eight staff had commenced working in the service prior to them being adequately reference checked. This may allow for staff that are not suitable to have access to children in the service.

(4) Three of the ten new staff whose files were assessed and who worked directly with children did not have the required qualification in Early Childhood Care and Education at level 5 or above on file for assessment. Not having appropriately qualified staff available to the children may impede the appropriate care being delivered to the children attending.

(7) (a) Documented evidence that was available indicating that staff received induction on policies was at variance with the responses of the staff who indicated they had not reviewed the policies since commencing in the service. Staff not being up to date on the policies of the service may allow for variances in care and service provision across the care rooms.

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

#### Corrective and Preventive Action

(2) (a) (b) The registered provider has confirmed that all references will be checked in advance of commencing in the service. A cover sheet has been included to ensure all relevant files are assessed.

(d) The registered provider has committed to ensuring that all staff CV's are kept in a masterfile and will be assessed for the requirement for police vetting.

(3) A commitment has been received that all references will be checked in advance of staff commencing in the service.

(4) The registered provider has committed to ensuring that all staff qualifications will be available on file.

(7) (a) The service has reverted to completing all staff induction records in paper format, this ensures a hand signed sheet is kept on file for proof of induction and policy review

#### Supporting documentation submitted

(2)

(a) Ten references and validations have been received from past employers

(b) One reference and validation has been received from a source other than a past employer.

(d) Three curriculum vitae have been received indicating police vetting was not required.

(3) The recruitment policy has been received.

(4) The outstanding qualification certificates have been received.

(7) (a) A copy of the induction checklist has been received.

### Summary Comment

Following receipt of the corrective and preventive actions the requirements for this regulation has been met.

### Part III – Management and Staff

#### Regulation 10 - Policies, procedures etc. of pre-school service

*A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.*

### Compliance Information

The following policies were reviewed and in place in the service.

- The complaints policy.
- The staff training policy.
- The staff supervision policy.
- The behavior management policy.
- The healthy eating policy.

### Part III – Management and Staff

#### Regulation 11 - Staffing levels

*(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

(2) On the day of the inspection there were 50 pre-school children and 12 adults on the premises working directly with the children throughout the morning. In the afternoon, there were 26 preschool children present with 6 adults. The adult child ratio was correct overall in the facility.

There were nine preschool children and four staff in the Baby/Wobbler Room. Four of the children were under one year and five of the children were aged between one and two years.

There were six preschool children and two staff in the Wobbler/toddler Room, four of whom were aged one year and two of whom were aged two years.

There were 20 preschool children aged 2-5 years and 2 staff in the upstairs Preschool Room

There were 15 preschool children aged 2-4 years and 2 staff in the Preschool Blue Room.

### Part IV – Information and Records

#### Regulation 15 – Record of pre-school child

*(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:*

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child’s registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

#### Compliance Information

- (1) A sample of 22 children’s registration forms across all four care rooms in operation on the day of inspection were reviewed. There was a record in writing containing the following particulars for each of these children.
- (a) The name and date of birth of the child.
  - (b) The date on which the child first attended the service was recorded for 11 children’s files.
  - (c) Provision to record the date on which the child ceased to attend the service.
  - (d) The name and address of a parent or guardian of the child and a telephone number where that parent or guardian of the child can be contacted during the hours of operation of the service.
  - (e) Authorisation for the collection of the child.
  - (f) Details of any illness, disability, allergy, or special need of the child, together with all the information relevant to the provision of special care or attention.
  - (g) The name and telephone number of the child’s registered medical practitioner.
  - (h) The record of immunisations, received by each child.
  - (i) Written parental consent for appropriate medical treatment.

## Non-Compliance Information

(1) (b) Eleven children's records did not have a record of when the children commenced in the service. Not having accurate records may cause a problem when ascertaining what child was in the service and when they started.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

(1) (b) The registered provider has stated that all start dates have been updated in the children's files in each of the rooms. A copy of each form will be held in the office and monthly checks will be completed to ensure all forms are current and up to date.

### Supporting documentation submitted

(1) (b) Records have been received to demonstrate that the start dates have been added to the relevant forms.

## Summary Comment

The requirements for this regulation have been met.

## 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*

*(1) A registered provider shall, in providing a pre-school service, ensure that-*

*(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.*

### Compliance Information

#### Basic Needs:

A healthy eating policy was promoted in the service by serving healthy nutritious hot meals prepared fresh on-site daily. Snacks were provided by parents/guardians.

Mealtimes were supervised, with staff assisting children as needed in a relaxed atmosphere. On the day of inspection, the main meal consisted of chicken casserole with vegetables and mash potatoes served. The meal served to the child with a dairy allergy was suitable as indicated by the cook indicating that no dairy had been added in meal preparation. Drinking water was easily available to children throughout the day. Formula feeds were also given to the younger children as per their individual schedule. The afternoon snack served in the Baby room consisted of warm rice and custard.

The younger children had their nappies changed on a schedule and between these times if required. The older children had toilets easily accessible to them in or adjacent to their care rooms. This promoted the children to be able to go to the toilet independently.

The children who required sleep could sleep at their own schedule in the Baby and Toddler rooms where both rooms had access to a sleep room and standard cots. Regular sleep checks were documented, and the staff were observed to soothe children to sleep that were anxious or upset on the day of inspection. In the Preschool room (Blue room), the older children had access to low beds if required. Rest areas were available in all rooms with age-appropriate seating and comfort items, and quiet periods were encouraged.

#### Supporting Relationships:

The children were encouraged to play in small and large groups and the staff supported this.

The parents were spoken to at drop off and collection and where a child was being sent home sick the details of the treatments given were relayed verbally to the parents.

The children in the Baby room were comforted and held during the day as a child was settling into the service and was upset, the staff were observed to support and comfort this child throughout the day.

#### Physical Environment:

The care rooms were large, bright rooms. The two pre-school rooms had interest areas, such as building and construction zones, art and craft stations and imaginative play spaces with home corners and dress-up clothes. Each room also featured reading areas with a variety of books.

The care rooms for the younger children, Babies/Wobblers and Wobblers/Toddlers were set up for the age range of children using them.

The baby room had soft matting on the floor and mats to allow the children who were as yet not walking to have suitable spaces to move about. The children had suitable sized toys to promote fine motor development and had access to suitable books.

The Toddler room had floor mats where the children were observed to play and be comfortable while sitting on the floor. The children in this room were observed to engage in sensory play with sand and painting in preparation for St Patricks Day.

Toys and equipment were stored on low-level shelving, allowing children to independently select materials for play. Items of interest and visual timetables were displayed on walls at a level visible for the children.

### Non-Compliance Information

#### Basic Needs: (a)

1. Additional support under the Access and Inclusion Model scheme (AIM) had not been applied for the children that were identified by staff to have additional needs and no plan for individual care was available. This was acknowledged by the registered provider that this AIM support had not been applied for, for these children. This may impact on the individual children's ability to engage in small group activities or have one to one support as needed.
2. The staff in the Preschool Blue room did not recognise the cues of tiredness for two children indicating their need for sleep and rest. One child was observed falling asleep at the table while eating his dinner and a second child appeared to be falling asleep on the couch. The staff were prompted to place these two children on a low-level bed. Lack of rest and sleep may impact on the children's wellbeing and play.
3. The children in the Toddler room were not provided with bibs when painting or when eating their meal. This allowed for paint and food stains to be on the children's clothing. The clothes were not changed, and the staff stated the clothing would be changed before the children went home. Not ensuring the children's clothes were clean and dry may be uncomfortable for the children.
4. The children in the Baby/Wobbler room were not taken outside to play on the day of inspection. The staff explained that this was due to the numbers of children attending and to the numbers of children that could not walk. Staff did not have access to a large buggy to assist them with moving the group of children outdoors. Not having access to the outdoors, to a change of environment and to fresh air may impact on the children's gross motor development and the opportunities that outdoor play affords children.

5. The children in the Toddler room could not access the sink in the care room as there was no step-up available. The children could not access the sink so the staff either lifted them or got them to stand on a chair. This may lead to a fall and does not allow for independent access to the handwashing facilities by the children.
6. Children in the Blue pre-school room and in the Toddler/Wobbler room were observed to finish their dinner quickly and were not offered additional food until promoted to do so by the inspector, some children from both rooms took more food when offered. Staff stated they did not routinely offer children additional food at meals. The lack of additional food when required by children may impact on the children's wellbeing.

### Physical Environment:

7. There were limited sensorial play materials and messy play opportunities freely available in the upstairs Preschool room and the Blue Preschool room. No sensory space with open ended natural materials for children who needed an area to help them regulate when tired or deregulated was accessible.
  8. In the upstairs Preschool room, the dress up clothes were stored in a basket and not hanging up, to ensure they were visible and readily accessible to promote independent access by children. There was no mirror to help extend the children's learning and play.
- (b)
9. A staff member was heard using words such as "stop, you are not listening, get back in line" when addressing the children while in a line to go downstairs from the Preschool room to the outdoor area for play. Using words and practices that are not positive can impact on the children's self-confidence, learning and emotional wellbeing.

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

#### Corrective and Preventive Action

1. The registered provider stated that they have linked with the relevant children's support and therapeutic services where necessary and a plan was provided. The registered provider also states that the remaining children as identified above did not qualify for AIM support and additional staff where possible will be available to assist.
2. The registered provider has with the staff, reviewed the routine to support sleep times for those requiring it. The timing of meals is being reviewed to ensure they align with the children's need for sleep.
3. New bibs have been purchased and will be used daily.
4. Double buggies have been purchased to assist with transitioning the younger children outside.
5. A safety step has been placed beside the sink so the children can access the sink frequently when washing hands.

6. The registered provider has indicated how the management of portion sizes and having additional food available to the children will be managed. The service has designed the menu in consultation with the children, and staff will check with children if they require more food going forward.
  7. Sensory materials of sand, water, playdough, chalk, moon sand have been added throughout the service.
  8. Mirror and dress up clothes have been reintroduced. Th new stand is safe and cannot be climbed upon.
- (1) (b) The registered provider submitted that at the most recent staff meeting the use of Gentle Hands, Kind Words etc. was discussed and refresher information on positive language was sent to staff. The registered provider has committed to reassessing transitions, between rooms and making that a positive experience.

### **Supporting documentation submitted**

1. A report from a medical professional has been received.
2. The commitment received on the corrective and preventive action form is accepted.
3. A photograph of the bibs has been received.
4. A photograph of the double buggies has been received.
5. A photograph of a child using the new safety step has been received.
7. A photograph of the new sensory materials has been received.
8. A photograph of the new dress up clothes and mirror has been received.

### **Summary Comment**

The requirements for this Regulation have been met.

The food and meals will be assessed on the next inspection.

## **Part V - Care of Child in Pre-school Service**

### **Regulation 21 – Equipment and materials**

*A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.*

### **Compliance Information**

The height of the tables and chairs in each of the care rooms was suitable for the age range of children attending to allow them independent access.

The seats for the babies were suitable with short sides to support them when sitting and the service had adequate numbers of chairs available for the number of children in the room on the day of inspection.

Additional equipment was available to use and was stored away in the storerooms.

### Non-Compliance Information

1. The Outdoor play areas to the rear and side of the building had limited equipment available on the day of inspection. There was a mud kitchen but no supporting sensory materials such as sand, water or other open-ended materials to support the children's imaginative play and learning.

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

#### Corrective and Preventive Action

1. Outdoor play equipment had been purchased and has been installed. The registered provider stated that in addition to all equipment purchased they will work with the families to provide additional resources such as pots and pans.

#### Supporting documentation submitted

1. Photographic evidence of the new outdoor play equipment has been received.

### Summary Comment

Following receipt of the corrective and preventive actions the requirements for this regulation have been met and will be assessed on the next inspection.

## Part V - Care of Child in Pre-school Service

### Regulation 22 – Food and drink

*A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.*

#### Compliance Information

The snacks served on the day of inspection were provided by parents/guardians. The snacks were appropriately stored in the fridges in each care room.

Formula milk feeds were made up at home and when cooled, they were refrigerated in the care room.

### 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 internal and external doors were secured as required with touch pad exits accessible to the staff. These prevented any child gaining access to unsafe areas such as the front of the building and car parks and prevented unauthorised adults from gaining access to the children. The gate at the end of the outdoor playground was locked with a suitable lock.
- The windows were at a height that was inaccessible to the children.
- The blind cords were at a height that was out of reach of the children.
- The emergency fire exit doors were clearly identified.
- There were no long glass doors in the building.
- The toys and play equipment were in good condition and free from pinch and crush points.
- Heavy equipment and furniture were secured to the walls to prevent them from falling should a child climb on same.

##### Infection Control:

- Staff were observed to clean the tables before and after snack and mealtimes with suitable disinfectant.
- There was hot water, liquid hand soap and paper towels available at all children and adult toilets and at the sinks in the care rooms.
- The nappy changing mats observed were intact and no tears on the covers were observed. A supply of disposable aprons and gloves were available at all nappy changing areas. Nappies were disposed of in lidded pedal operated bins and did not require touching by hand to dispose of soiled nappies. No odour was evident in the nappy changing rooms.
- Children had named individual shelves for the storage of their nappies and toiletries.
- All coats and bags were stored off the ground minimising contact and cross infection.
- The children sleeping in cots/ on mats were placed greater than 50cm apart to ensure the minimisation of cross infection.

- Linen was individual and was stored in individual bags. Additional linen was available as needed and stored on accessible shelving.

### Administration of Medication:

- The medication administered on the day of inspection was not observed by either inspector and when asked about the procedures, the staff members response was in line with best practice on the use and administration of medication, with accurate records maintained.

### Safe Sleep:

- Sleep checks were completed on each sleeping child every 10 minutes and this check was completed by the staff member going into the sleep room. The check included checking for position, colour, and breathing.
- Cellular blankets were used and no cot bumpers were in use, thus ensuring the safety of the children while sleeping.

### Fire Safety:

- The fire doors were unobstructed.
- The fire extinguishers were safely tethered to the walls.

## Non-Compliance Information

### General Safety:

1. The gloves, aprons and disposable nappy bags were accessible to the children in the nappy changing area used by the staff of the Baby and Toddler rooms; these posed a risk to the children of choking if accessed while the child was being changed.

### Infection Control:

2. Inadequate hand washing practices were observed throughout the service, with examples of this:
  - It was observed that children attending the Baby/Wobbler room did not have their hands washed after they had their nappy changed.
  - The staff were observed not to wash their hands before and after nappy changing in the area off the Blue Pre-school room and the designated nappy changing area used by staff and children from the upstairs Preschool room.
  - The staff and children in the Blue pre-school room and in the Toddler room were observed not to wash their hands before dinner.
  - The children and staff from the Pre-school room upstairs, who were playing in the outdoor area, did not wash their hands when they joined the children in the Blue pre-school room to have their dinner.

These practices posed a risk of cross infection and contamination to the children and to others in the service and it was at variance with the information documented on the nappy changing and infection control policy.

3. The cots that were being shared between two children had a cloth mattress and the staff did not use a waterproof mattress protector when using this cot between children. As the cloth mattress cover was not easily cleanable between each use, this posed a risk of cross-infection.
4. A piece of unsealed wood was used to prop up the shelving unit where the nappies and supplies were stored in the nappy changing room accessible to the staff of the Baby and Toddler rooms. This wood was untreated and not easily cleaned and therefore posed a risk of cross-infection as children were observed holding onto it as they waited for the staff to take them back to their care room.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

##### **General Safety:**

1. A holder for the box of gloves has been attached to the wall.

##### **Infection Control:**

2. The staff have been reminded of good hand hygiene practices and lesson plans have been developed to support this.
3. Additional cot mattress protectors have been purchased and have been added to the sleep room assessment.
4. The piece of wood propping the shelving unit has been sealed with paint to allow for easier cleaning.

#### Supporting documentation submitted

##### **General Safety:**

1. Photograph of the holder for the gloves has been received.

##### **Infection Control:**

2. The lesson plan has been received to indicate that hand washing will be featuring on the lesson plans for each room.
3. A receipt for mattress protectors has been received.
4. Photograph of the sealed wood used to prop the shelving unit has been received.

### Summary Comment

The requirements for this regulation have been met and will be reviewed on the next inspection.

### Part VII - Premises and Space Requirements

#### Regulation 29 - Premises

*A registered provider shall ensure that the premises of the service are-*

- (a) of sound and stable structure,*
- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities.*

#### Compliance Information

- (a) The building appeared to be of sound and stable structure.
- (c) The care rooms were adequately heated, windows were openable, and the large windows provided adequate light that was augmented by artificial lights.

#### Non-Compliance Information

- (d)
  1. Two areas in the outdoors were not suitable for use by the children these include:
    - The grassy area to the side and the area at the back of the premises was unkempt and poorly maintained with overgrown bramble bushes, moss on the footpath, old leaves, and access to the rodent boxes, a gas bottle and three rubbish bins.
    - The metal railing in this outside area was in a poor state of repair with paint chipped and flaking.
- (e) In the toilets of the upstairs pre-school room the taps for hot water did not allow water to flow unless held in position, which did not allow for easy hand washing and were difficult for the children to use independently.

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

##### Corrective and Preventive Action

- (d) 1. The registered provider has stated that the outdoor areas have been cleaned up, all vegetation has been cut back and a cover has been put on the fence.
- (e) The taps upstairs have been replaced with lever taps which can be easily used by children.

##### Supporting documentation submitted

1. Photographs of the outdoor areas cleaned up has been received. Monthly maintenance checklist have been received.

2. A photograph of the new lever taps has been received.

### Summary Comment

The requirements for this regulation have been met.

## 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.*

*(3) A record in writing referred to in paragraph (2)(a) shall-*

- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and*

### Compliance Information

(1) The complaints policy was reviewed and indicated the practice to follow should a complaint be received by the service verbally or in writing.

### Non-Compliance Information

(3) (a) A complaint received by the service was reviewed. The registered provider did not follow the procedures as outlined in the service's policy for the management of complaints. Although the registered provider did have notes of the staff meetings, the registered provider did not have any records of the dates and times the complaint was received and did not have any notes to indicate the outcome of the staff meeting or if the complainant was responded to in a timely manner. Not following the complaints policy and informing the complainant does not provide for good communication and for issues to be resolved.

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

#### Corrective and Preventive Action

(3) (a) The registered provider has developed addition resources to support the service when dealing with complaints that they may receive. The templates will ensure the complainant will receive follow up in writing.

## **Supporting documentation submitted**

(3) (a) A copy of the complaint's procedure template has been received.

## **Summary Comment**

The requirements for this regulation have been met.