

TUSLA REGULATORY INSPECTION REPORT



TUSLA Identifier:	TU2015DY152
Name of Service:	NCR Childcare
Address of Service:	466 North Circular Road Dublin D01 P529
Email Address:	ncrchildcare@gmail.com
Name of Registered Service Provider:	Ms. Nora Walsh

Type of Service Registered:	Full Day Care ☒
------------------------------------	---

Date(s) of Inspection:	1	0	0	8	2	0	2	1
-------------------------------	---	---	---	---	---	---	---	---

No of Pre-School Children present during Inspection:	AM	5
---	----	---

Address of the Early Years Inspectorate:	Tusla Early Years Inspectorate Unit 4/5 The Nexus Building Block 6A Blanchardstown Corporate Park Ballycoolin Dublin D15 CF9K
---	--

Inspection undertaken by:	M Bermingham
Title:	Early Years Inspector

Areas which were the subject of this Inspection		
Governance	Health Welfare and Development of Child	Safety

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	N/A
---------------------------------	-----

TUSLA REGULATORY INSPECTION REPORT

Description of Service	NCR Childcare is full day care service located in an urban residential setting. The service is registered to provide early childhood care and education to a maximum of 22 children aged 2-6 years. The service is open from Monday to Friday from 8am-4.30pm. A sessional service is offered from 9am-12md for 38 weeks of the year, whereby eligible children avail of the state funded Early Childhood Care and Education (ECCE) scheme.
Premises	The service operates from the basement of a residential building. The premises consists of 2 rooms, namely the front and back room. The front room was the only room in operation on day of inspection. There is an outdoor area to the rear of the building that includes a covered outhouse.
Staffing	There were 2 adults present and working directly with children on the day of inspection. The registered provider, who normally works in the service an administration and support role, was briefly present at the commencement of the inspection.
Methodology	Tusla's Early Years Inspectorate (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. 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 areas of Governance, Health, Welfare and Development of Child and Safety. Inspections may also focus on other areas as required. The inspection process has been amended to minimise the amount of time that inspectors spend in the service. 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.
Acknowledgements	The inspector wishes to acknowledge the cooperation of the registered provider, person in charge, staff member, and children who were present on the day of the inspection.

GOVERNANCE

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—
- (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.

Compliance Information:

(2)(c)(d) and (4)

In discussion with the person in charge, it was confirmed that no new staff members joined the service since the previous inspection on the 13 January 2020. Given that all staff members were previously found to be appropriately vetted on the last inspection, staff files were not reviewed on this inspection.

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) There were an adequate number of adults working directly with the children attending the service from when the inspector arrived at 9.45am and for the duration of the inspection.

(2) On the day of the inspection the adult/child ratio was correct with 2 adults working directly with 5 pre-school children.

HEALTH WELFARE & DEVELOPMENT OF CHILD

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

Compliance Information:

(1)(a) The following observations were made on how each child's learning, development and well-being was facilitated within the daily life of the service.

Basic Needs:

- Children and staff members were observed to sit together to eat snack at 10.30am. Staff members explained that children independently choose what time to eat their snack throughout the morning, but that at approximately 10.30am adults sit at a table to eat to encourage those children who have not already eaten.
- Staff members explained that children are offered a further opportunity to eat a lunch at 1pm. Staff stated that parents provide food and drinks for children, which were observed to be stored in the fridge. On the day of inspection, children were observed to eat strawberries, blueberries, cheese sandwiches, crackers, cucumber, and corn on the cob.
- It was observed that children independently used the bathroom while adults remained close by for support and reminded children to use soap for washing hands.
- A staff member was also observed to respectfully prompt a child to wipe some food from the child's face with a tissue.

Supporting Relationships Around Children:

- When asked how the service maintains relationships with children's parents, a staff member explained a key-worker system whereby each child is assigned a key adult who tends to that child if something happens and liaises with that child's parents. The process of allocating children to a key adult was explained by the staff member as allowing a natural gravitation and relationship to build between adults and children during the initial settle in period.
- Multiple examples of adults being actively involved in children's play were observed throughout the inspection. For example, one adult assumed the imaginary role given to the adult by a child 'you are saving me', 'you'll be the villain, I'll be Spiderman'. Adults also joined with the children in singing action songs 'jump little bunnies', a song suggested by the children.
- A map of the local area was displayed on the wall which contained pictures of the children in the local shops and park, demonstrating that the service links in with the local community.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, Welfare and Development of Child

- When asked, a staff member stated that a range of communication methods with parents are used by the service. For example, pictures of children's activities are shared on a social media page, email is used to notify parents of events, policy updates and to share children's learning through observations. Reminder notes are also handed to parents. The staff member explained that the service held a Christmas show that parents attended through a digital platform. Additionally, should a private meeting be required, it takes place outside. These communication methods were also included in the service's partnership with parent's policy.

Physical and Material Environment:

The environment was laid out in clearly defined interest areas and resourced with equipment and materials to include the following:

- Matching number games, board games, books, jigsaw, and threading materials
- A role play area containing a garage, a home setting, baby dolls, cots, a cash register, hairdressing dolls, hospital play items, ponies, and pegs
- A construction area contained blocks of wood, trains sets, cars, animals
- Marking making and creativity materials included scraps for gluing and sticking, pencils, colouring twist, crayons
- Small world house and furniture
- There were 2 cosy areas with soft mats both positioned in alcoves.

After snack, children spent a period of time in the outside area which was also laid out in defined interest areas and resourced with equipment and materials as follows:

- A cosy area inside a tent containing a soft mat with 2 seats,
- An art easel and paint
- Large wooden blocks
- Wheeled trucks, cars, and diggers
- A kitchen unit equipped with bark, pots
- A Blackboard and chalk
- A climbing frame
- Natural materials included to include bamboo and 8 tree logs
- Piping attached to a trellis for water play
- A wooden house resourced with play utensils and pine cones
- An activity centre containing sockets and plug-tops, door handles, bolts, and light switches

Wall displays were personalised for children to include a birthday wall and pictures of the children. Also, there were visual prompts displayed to support children's emotional development.

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:

The following are examples of measures undertaken to safeguard the health, safety and welfare of the pre-school children attending the service:

Infection Control:

- A staff member demonstrated knowledge about Covid-19 stating that in the event of feeling unwell that the staff member would remain at home and contact a GP for guidance. Additionally, the staff member explained that on suspicion of a child having symptoms that the staff member would take the child's temperature, bring the child to the isolation area on the bench in the front garden and contact the child's parents for immediate collection. The staff member identified an isolation bag containing Personal Protective Equipment (PPE) to include gloves, masks, and aprons. These provisions are also documented in the service Covid-19 policy.
- It was explained by a staff member that a particular staff member with dedicated responsibility for cleaning remaining after children leave daily until 4.30pm; this was evidenced by the roster. Detailed descriptions of the procedure for washing toys and equipment were provided to the inspector and the same documented on updated cleaning schedules which were available.
- A staff member identified a specific bowl in which mouthed toys are placed to prevent the toy being used by another child before being sterilised.
- Windows were observed to remain open throughout the inspection to ventilate indoor areas.
- Children were observed to wash hands after toileting and prior to eating meals. When asked, staff members added that that children would wash hands after cleaning noses. These instances were consistent with the service hand-washing policy. Hand-sanitiser was available in the room for adults on the window sill.
- When asked about social distancing a staff member confirmed that one 1 person allowed in the kitchen at any 1 time, this was confirmed by a notice on the door.
- Staff members confirmed that parents do not enter the service rather a member of staff collects each child individually at the gate and children wait on the bench at the front door under supervision of another staff member. This practice was observed on the day of inspection.
- The visitors book, in which the inspector entered contact details for contact tracing purposes, provided evidence that visitors to the service were restricted.

Part VI - Safety

Regulation 23 - Safeguarding Health, Safety and Welfare of child

Non-Compliance Information:	General Safety: 1. The water in the wash-hand basins in the sanitary accommodation off the care rooms was hot to touch. This poses a scald risk to children. 2. Records showed that one fire drill was carried out between January – June 2021, instead of monthly, which could impede the safe evacuation of children in the event of an emergency. 3. A fire extinguisher, which was in use by the service, was found in the sanitary accommodation underneath a sink. This poses a risk that the fire extinguisher could be difficult to locate and access in the event of an emergency. Infection Control: 4. Items for children's use such as a play buggy, high-visibility vests, children's spare clothes and boots were stored in the sanitary area which is unsuitable because it poses a risk of the materials becoming contaminated.
Corrective & Preventive Action submitted by the Registered Provider	Corrective Action 1. The children's sinks are installed with mixer taps to minimise the risk of scald. The children are also supervised at all times while hand washing. The boiler thermostat and timer have been adjusted to appropriate levels. 2. In order to ensure the safe evacuation of children in the event of an emergency, the fire drill register has been brought up to date and will be carried out monthly. 3. The fire extinguishers have been relocated to a more suitable and more accessible location as advised on the day of the inspection so that it is easy to locate and access in the event of an emergency. 4. All items for children's use have been removed or stored in containers with lids to prevent cross contamination. The children's spare clothes are stored in zip lock bags. Preventive Action 1. Tap water temperature checks will be taken on an ongoing basis to ensure it does not go above 37°C. The boiler thermostat and timer (which also serves the residential part of the premises on the upper floors) has been adjusted to appropriate levels and will be monitored on an ongoing basis. 2. The service moved to an online method of reporting on fire-drills to ensure fire-drills are done monthly and that the time (mandatory field) of fire-drills is recorded also. 3. The fire extinguishers have been relocated to a more suitable and more accessible location.

Part VI - Safety

Regulation 23 - Safeguarding Health, Safety and Welfare of child

	4. The sanitary area will be spot checked on a weekly basis to ensure there are no inappropriate items while appropriate items to the sanitation area such as the children's spare clothes are stored in zip lock bags or stored in lidded containers. Evidence Submitted • A scan of fire-drills for June and August 2021 and a scan for August and September 2021 completed using the online format. • A photograph of fire extinguishers in a new location in the sanitary area • A photograph of the sanitary area with children's spare clothes stored in zip lock bags.
Summary Comment:	The actions stated by the registered provider address the non-compliance identified. The regulatory requirement has now been met for Regulation 23 Safeguarding health, safety and welfare of child.

Part VI - Safety

Regulation 26 - Fire Safety Measures

(1) A registered provider shall ensure that a record in writing is kept of— (a) any fire drill that takes place in the premises, and (b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises	
Compliance Information:	(1) (a) One record of a fire drill dated 4 June 2021 was available for inspection. (b) • A maintenance record for the smoke alarms was available, dated 3 December 2020. • A maintenance record for the fire extinguishers, dated September 2020, was submitted to the inspectorate subsequent to the inspection (3) A procedure to be followed in the event of a fire was on display in the back room.
Non-Compliance Information:	(1) (a) the written record of the fire drill available for inspection was incomplete because it did not include the time of the drill. This was also found on the last inspection on 13 January 2020.

Part VI - Safety

Regulation 26 - Fire Safety Measures

Corrective & Preventive Action submitted by the Registered Provider	<u>Corrective Action</u> (1)(a) The fire drill register has been brought up to date and will be carried out monthly. <u>Preventive Action</u> (1)(a) Early years educators have been updated on the information that they are required to record on carrying out fire drills and that the time as well as the date of each fire drill must be recoded. The service has moved to an online method of recording fire-drills to ensure that the time (mandatory field) of fire-drills is recorded. <u>Evidence Submitted</u> A scan of recent monthly fire drill register showing dates and times fire drills that were carried out in the setting.
Summary Comment:	The actions stated by the registered provider address the non-compliance identified. The regulatory requirement has now been met.