

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2021DY002
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Name of Service:	The Nest Ranelagh
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Address of Service:	47 Ranelagh Road, Ranelagh, Dublin 6
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Eircode:	D06 C2P3
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Name of Registered Provider:	Colm Bowers
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	06/11/2023
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Regulatory Compliance Meeting:	29/01/2024
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No of pre-school children:	AM	48	PM	47
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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).

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Conditions if applicable	5th April 2023 Part III, Article (9) (7) and Part VI, Article (23) Child Care Act 1991 Early Years Regulations 2016 The Registered Provider is required to: - ensure that all staff have completed the requirements for employment in accordance with all applicable legislation prior to commencing employment in the service. - provide the outstanding qualifications for all staff. - ensure that all staff members are appropriately supervised and provided with appropriate information and training in relation to the policies, procedures and statements of the service as specified in schedule 5, part VIIA of the Act and the Early Years Regulations. - ensure that reasonable measures are taken to safeguard the health, safety and welfare of children attending the service ensuring that the environment of the service is safe. - develop and manage a risk assessment system outlining the process of risk identification, the staff roles and responsibilities, the controls/mitigation of identified risks in a timely manner. The risk assessments must be reviewed regularly and updated as required. These conditions will remain in place for 12 months.
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Description of service

The Nest Ranelagh is a full day care service located in a residential area in Dublin 6. The service operates from the ground floor of a period building which has been adapted to accommodate a childcare service and is open from 7:30am-6pm Monday to Friday. The service offers care and education to children aged 0-6 years and participates in the early childhood care and education (ECCE) programme. The service consists of four care rooms one of which is subdivided into two separate classes during the ECCE session from 9:15am-12:15pm. The Baby room caters for children aged 8-14 months, the Tweenie room caters for children aged 1-2 years, the Toddler/ ECCE room caters for children aged 2-3 years and the Montessori room caters for children aged 3-4 years. The service also has a cot room, sanitary facilities, a staff room, and a kitchen which is located in a cabin at the rear of the service. Two enclosed outdoor play areas are available to the rear of the premises.

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Staffing

The registered provider employs a total of 14 staff including a manager, assistant manager, a cook and a cleaner and 10 childcare staff who work directly with the children. Ten staff were present on the day of inspection including the assistant manager, cook and eight childcare staff. 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

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

The inspection focused on an examination of compliance under;

Regulations 9(1)(a)(b)(c)(2)(a)(b)(c)(d)(3)(4)(7)(a) Management and Recruitment.

Regulation 11(1)(2) Staffing levels,

Regulation 19 (1)(a) Health, Welfare and Development of child.

Regulation 20(1)(a)(b)(2)(a).

Regulation 23 Safeguarding the Health, Safety, and Welfare of child.

Regulation 26(1)(a)(b)(4) Fire Safety Measures.

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However, on inspection additional non-compliances which posed a risk was identified under;

Regulation 29 Premises.

Regulation 30 Minimum space requirements.

These findings are outlined within the relevant regulations within this report.

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

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Conditions were attached to the service registration on 5th April 2023 under Part III Article (9) (7) and Part VI, Article (23) Child Care Act 1991 Early Years Regulations 2016 for a period of 12 months.

On Inspection there was evidence that the following conditions attached to the registration of this service were not complied with:

Part 111 Article (9)(7) Child Care Act 1991 Early Years Regulations 2016, the registered provider must:

- ensure that all staff have completed the requirements for employment in accordance with all applicable legislation prior to commencing employment in the service and

Part VI Article (23) Child Care Act 1991 Early Years Regulations 2016, the registered provider must:

- ensure that reasonable measures are taken to safeguard the health, safety and welfare of children attending the service ensuring that the environment of the service is safe.
- develop and manage a risk assessment system outlining the process of risk identification, the staff roles and responsibilities, the controls/mitigation of identified risks in a timely manner. The risk assessments must be reviewed regularly and updated as required.

On Inspection there was evidence that the following conditions attached to the registration of this service were complied with:

Part 111 Article (9)(7) Child Care Act 1991 Early Years Regulations 2016, the registered provider must:

- provide the outstanding qualifications for all staff.
- ensure that all staff members are appropriately supervised and provided with appropriate information and training in relation to the policies, procedures and statements of the service as specified in schedule 5, part VIIA of the Act and the Early Years Regulations.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection and the registered provider who attended the closing meeting following the inspection.

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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)(b) The service has a designated person in charge and a named person to deputise as required. A review of the roster for the week of the inspection and the previous week showed that the person in charge or named deputy is on the premises during the service opening hours.

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(c) The service had a clear management structure and staff were aware of their own role and responsibilities for example staff were aware of the staff member in charge in the absence of the designated person in charge.

(2) Discussion with the person in charge and a review of the roster showed there are currently fourteen people employed to work in the service including the person in charge, assistant manager, a cook and a cleaner. The files all staff were reviewed.

(a) Twenty-one written and verified reference were available from a past employer in relation to 14 staff members.

(b) Six written and verified reference were available from a source other than a past employer in relation to 6 staff members.

(c) Garda vetting was available for 14 staff members.

(d) Police vetting was available for 13 staff members who had lived in a country other than Ireland for a period of more than 6 months.

(4) Evidence was available to show that twelve staff who worked directly with the children 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) Documentation which was signed by staff acknowledging they had read the service policies was available in relation to all staff members.

Non-Compliance Information

(2)(b) Evidence of verification of one written reference from a source other than a past employer was not available for review.

(d) An international child protection certificate (ICPC) was not available in relation to one staff member who previously lived in the UK for a period of more than 6 months. It is acknowledged however that a standard police check record was held on file.

(3) The records showed that the procedures specified in (2) were not carried out before the start date of staff who had commenced employment since the last inspection in October 2022.

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Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2)(b) The reference was checked on 22/11/2023. New employee's reference checks will be carried out by HR Manager or Operation Manager prior to starting date of new employee, as per company's recruitment policy.

(d) The documentation was applied for on 19th January 2024. All candidates who have lived for more than 6 months and left UK after 2012 will be required to provide ICPC. This requirement updated in company's recruitment policy.

(3) New employee's reference checks will be carried out by HR Manager or Operation Manager prior to starting date of new employee, as per company's recruitment policy.

Supporting documentation submitted

(2)(b) A copy of the validated reference was reviewed.

(2)(d) No documentation submitted.

(3) No documentation submitted.

Summary Comment

The registered provider has addressed the non-compliance (2)(b) and (3). The registered provider has attempted to address the non-compliance under (2)(d). This remains outstanding and will be reviewed at the next 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.

(8) Without prejudice to paragraphs (2) to (7)-

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(a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times,

Compliance Information

(8)(a) A review of the roster and conversation with staff showed that the registered provider has ensured that two staff members are present on the premises at all times during the opening hours of the service.

Non-Compliance Information

(1) The registered provider did not ensure an adequate number of adults were working directly with the children at all times throughout the day. The following was observed;

- Between 10:38-11:06am while nappy changing was ongoing in the Tweenie room there was insufficient adults present to meet the needs of the children. For example, one staff member was caring for 8 children aged 1-2 years old. One child was observed to cry consistently while other children were observed to not be engaged in any activities and a number of physical altercations were observed to occur. While the staff member attempted to comfort the crying child and separate children involved in disputes an additional staff member was required to meet the needs of the children present.
- Insufficient adults were available to care for the children during the period 12:18pm- 2:30pm while staff lunchbreaks were in progress. The following was observed.
 - Between 12:18pm-12:20pm seven staff were available to care for the children. Eight staff were required based on the ages of individual children.
 - Between 12:20pm-12:40pm six staff were available to care for the children. Eight staff were required based on the ages of individual children.
 - Between 12:40pm-2:15pm five staff were available to care for the children. Eight staff were required based on the ages of individual children.
 - Between 2:15pm-2:18pm six staff were available to care for the children. Eight staff were required based on the ages of individual children.
 - Between 2:18pm-2:30pm seven staff were available to care for the children. Eight staff were required based on the ages of individual children.

(2) The registered provider did not ensure that ratios were maintained in the service throughout the day. The following was observed;

- Between 11:40am-2:40pm the ECCE and Montessori groups were combined to facilitate breaktimes. From 11:40am-12:15pm two staff were observed to care for 23 children; 6 of whom were aged 2 years old and

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17 of whom were aged 3 years old. Then from 12:15pm-2:40pm two staff were observed to care for 22 children 6 of whom were aged 2 years old and 16 of whom were aged 3 years old. Three staff were required.

- Between 12:40pm -2:30pm one staff member was caring for 9 children aged 2-3years from the Toddler room. Two staff were required.
- Between 12:18am-12:29am one staff member was caring for 7 children aged 8-14 months old. Two staff were required.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(2)A new staff member is effective from December 2023, contracted as an Assistant Manager. Since December, we have three staff members to cover lunch, nappy changes and times when the room is outside of the required ratio: a part-time staff member, an assistant manager, and a manager. We have established emergency procedures which may include the assignment of staff from other branches or reducing opening hours to ensure the safety and well-being of children.

Supporting documentation submitted

No supporting documentation submitted.

Summary Comment

The registered provider has addressed the non-compliance. This will be reviewed on the next inspection.

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)

Basic Needs:

- The service provides all of the meals and snacks served to the children in line with their healthy eating policy. The menu available showed that children are offered three meals and two snacks each day. On

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the day of inspection, children were provided with a fruit snack, Couscous with chickpeas and vegetables for dinner and sandwiches for evening snack. The textures were appropriate for the age and stage of development of the children for example fruit puree was provided in the baby room while slices of fruit were provided for the older children. The food provided was reflective of the menu on display.

- Nappy changing was done on a set schedule and as needed to ensure the child's comfort. Toilet trained children were supported to access the toilets as required during the day.
- Children from all care rooms were observed to access the outdoor area on the day of inspection and appropriate clothing was worn in line with the weather for the day.

Physical and Material Environment:

- The surface of the outdoor area is covered in synthetic grass to allow access during inclement weather.
- Low level chairs and tables were available to allow children to engage in mealtimes and tabletop activities comfortably.

Supporting relationships around Children:

- Staff were observed to use warm gentle tones when speaking to the children.
- Photos were displayed in the care room of children and their families. This promoted the children's sense of identity and belonging.

Non-Compliance Information

1. Drinks were not observed to be provided to children with their meals in the Baby room and Montessori room. It is acknowledged that the drinks in the montessori room were available on a low-level shelf however some drinks had spilled into the tray and the beakers were lying in the spilled water. Children need access to water throughout the day to maintain hydration. This is especially important for younger children who are non-verbal and may not be able to communicate thirst. when children are too young to access drinks themselves. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.
2. Transitions in the service were observed to be unstructured and lengthy in some cases. The following was observed;
 - At 10:14am the Toddler and Tweenie groups were in the garden. One staff member advised the children they were going in and the children started moving toward the door. Once the children were at the door and proceeding inside the staff member advised that the Toddlers were going in

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first and the Tweenies had to wait. The staff began bringing the Tweenies back out to the garden and preventing them going through the door telling them they have to wait. The children became upset and were observed crying, the staff member then advised that they could go in and they were allowed to proceed through the door.

- Following naptime, the children from the Tweenie room were brought back to their care room while the Toddlers were still present, and the beds were being cleaned away following naptime. Children from both rooms were observed wandering around the room while staff cleaned up with no toys or activities to engage them, a number of children were observed crying during this transition.
 - The transition to snack time was observed to take an extended period of time in the Montessori room which resulted in the children engaging in negative behaviour. The children began to prepare for snack time at 10:22am by washing hands and sitting at the table. Children are observed shouting, laying across the tables and pulling at each other until 10:43am when two children helped the staff give out the snack bowls. Children were encouraged to wait until their peers returned from the toilet before eating. At 10:50am children were allowed to eat their snack.
3. The programme of activities observed on the day was limited across the care rooms and did not include planned or spontaneous activities to extend children's interests and learning opportunities. The daily routine displayed outlined times for mealtimes, nappy changing, and designated outdoor times however a variety of activities to engage the children were not observed. For example, the children in the Tweenie room were observed to play with a small number of blocks and cars before snack from 10:20am-10:30am and following snack from 10:38am and 11:06am when circle time started. During this time children were observed to interact with each other negatively, pulling toys and hitting while others wandered around the room. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.
 4. Staff did not respond appropriately to children's hunger cues. In the Baby room children aged 1-2 years old from the Tweenie room who were present in the room because their care room was being used as a sleep room for children from the Toddler room were observed to be told they would have to wait to go back to their room when they gestured to the staff for food while children from the baby room ate afternoon snack. The children were observed crying when told to wait. One child was observed picking up pieces of snack that had dropped into an empty highchair and onto the floor. A child from the baby

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room who indicated they would like more food was removed from the highchair and brought to the cot room for a nap without being given more food.

5. An alternative meal was not offered to two children aged 3 years who refused dinner and staff advised no alternative is offered and that the children will receive tea at 2:30pm. Children in Full Day Care should have at least two meals and two snacks offered to them, one of which is a hot meal. If a child does not want the food offered for any reason, a healthy alternative should be offered.
6. The behaviour management procedure implemented by staff was not in line with the service policy which promotes consistency and helping children to understand their own behaviour. Staff were observed to tell children aged 1-2 years old “no” when they hurt their friends, but no further support was offered to help the child understand or empathise with their peers while in another instance a child who was involved in an altercation was offered no comfort or reassurance following the instance. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.
7. Appropriate bed linen was not provided for children in the Toddler room who sleep on low level beds. During naptime the children were not provided with a sheet and were observed to sleep directly on the mesh surface of the low-level beds. This does not provide for the children’s comfort while sleeping. This was a non-compliance on the last inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

1. A meeting held with the Baby Room teachers to ensure that water is offered to infants regularly and the montessori tray replaced by a flat one to prevent water storage.
2. The Tweenies and Toddler groups use different gardens, and there are schedules in place for each class to exclusively enjoy their respective garden. Changes have been made to the organization of the creche; rooms will be exclusively age-based. When the Tweenies wake up, they will go to their own classroom where they will be offered a snack. The Toddlers will sleep in the same room where they spend the day, so as they wake up, the snack can be served to them. Implementation of board games or stories during waiting periods in Montessori Room.
3. The curriculums have been reviewed and updated including planned and spontaneous activities.
4. When the Tweenies wake up, they will go to their own classroom where they will be offered a snack. The Toddlers will sleep in the same room where they spend the day, so as they wake up, the snack can be served to them.

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5. Alternative food will be reserved, like an option for those children that refuse the food.
6. Individual Staff training sessions provided for staff to ensure that staff are well aware of behaviour management procedure and strategies in the service and best practices for childcare settings dealing with 1-2 years old challenging behaviour and that staff are familiar with company's policies and procedures regarding that and are competent to follow them. Staff training was conducted on the Behaviour management and Interactions policies which included reading policies and procedures, answering key question on each topic, and manager's feedback provided to summarise each session. Management will follow up to ensure the effectiveness of the training provided to certify: staff understands child behaviour and choose the most appropriate behaviour management strategies as well as creating strategies for helping them to understand their own behaviour.
7. Beds in toddler room are covered with bed protectors (material - cotton) for children to sleep on. Manager/ assistant manager will carry out spot checks, daily/ weekly checks to ensure appropriate linen is used when children are sleeping.

Preventive Action

Manager and Assistant manager are going they conduct meetings regular check to make sure staff is following procedures.

Supporting documentation submitted

Photograph and invoice for the bed protectors were reviewed.

Summary Comment

The registered provider has addressed the non-compliances under Regulation 19. This will be reviewed on the next inspection.

Part V - Care of Child in Pre-school Service

Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

(a) having regard to the number of pre-school children attending the service, their respective ages and the amount of time they spend on the premises, there are adequate and suitable facilities for each child to play indoors and, where required by these Regulations, outdoors, during the day and

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(b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

(2) A registered provider-

(a) of a full day care service, a part-time day care service, a sessional preschool service or a childminding service that is registered for the first time on or after 30 June 2016, shall ensure that a suitable, safe and secure outdoor space to which the preschool children attending the service have access on a daily basis is provided on the premises.

Compliance Information

(1)(b) The registered provider ensured that there was an adequate amount of appropriate sleep facilities available for children who required rest during the day.

(2)(a) The registered provider ensured a safe suitable outdoor area was available onsite for children to use during the day.

Non-Compliance Information

(1)(a) The registered provider did not ensure there was adequate facilities for children to play both indoors and outdoors during the day. The following was observed;

1. The children were not provided with equipment to support a variety of enriched learning opportunities or spontaneous play experiences and empty shelves were observed in all care rooms on the day of inspection.
 - In the Tweenie room, 9 children aged 1-2 years were provided with the following equipment; A play kitchen with no supporting resources, a number of books which were torn, a shelving unit which contained one musical instrument. A limited selection of toys including 1 farm, 1 large car, 1 basket of animals, 2 musical drums, 1 musical spinning toy and a small box of blocks were available on a high self out of reach of the children.
 - In the Toddler/ECCE room, 9 children aged 2-3 years were provided with the following for use between 9:15-12:15pm while the room is divided; a play kitchen which the door were missing from with a small box of props, as shop unit which was inaccessible and had no props, a shelving unit containing a box of cars, small wooden blocks, 2 jigsaws, magnets, a toolbox containing 2 hammers, a small box of miscellaneous toys and musical instruments. The children in the Toddler room do not

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have access to books during this time as the bookshelf is in the ECCE section of the room which the manager advised is maintained as a separate area in the morning.

- The books available in the ECCE area of the Toddler/ECCE room were observed to be in a poor state of repair; torn with missing pages. This reduced their effectiveness in supporting early literacy experiences.
- In the baby room items such as supporting equipment for the play kitchen, animals and blocks were stored out of reach of the children.
- A range of toys and equipment was not provided for children to play outdoors in line with the service policy. The toys available to up to 23 children from the Montessori and ECCE groups who were observed using the large garden at one time included 2 seesaws, 1 bike, 1 scooter, 1 ride on toy, a large rotating seesaw, 2 push along toys, 3 balls and 1 mud kitchen which had no props or supporting equipment available.

Throughout the day children were observed wandering in the care rooms and garden and a number of altercations were observed. Children require a variety of toys and equipment which are grouped thematically and easily accessible to support their learning and development, and encourage and extend spontaneous play experiences while a selection of books encourages the development of early literacy skills. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

- The Tweenies room has been re-equipped with various toys, including a kitchen, cooking utensils, food items, a construction area with Lego and soft blocks, a shape sorting box, farm animals, little people figure, musical instruments, soft toys, dolls and books, among other things.
- The Toddlers will have a room exclusively for them where they can access all resources.
- A total of 70 books have been ordered for all rooms.
- Baby Room teachers have been reinforced in the way children interact with their environment and the importance of toy availability.
- New equipment in the garden includes: a bike, a scooter, food utensils, a shopping cart, a lawnmower, two bouncing balls, and a slide, among other items.

Preventive Action

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A monthly review of toys will be conducted, both inside and outside the rooms. The funds allocated monthly will be used to have replacements in case of damage. Lead educators will collaborate and inform the manager about the need to replace any materials.

Supporting documentation submitted

Photographs and invoices for equipment have been reviewed.

Summary Comment

The registered provider has addressed the non-compliance under Regulation 20.

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 service entrance and outdoor areas were secured which prevented children leaving the service unsupervised and prevented unauthorised persons accessing the service.
- Blind cords were adequately secured out of reach of the children.
- Low level presses were secured with child proof locks to prevent children accessing unsafe materials.
- Cleaning sprays were stored out of reach of the children.

Infection Control:

- Windows were opened to allow fresh air to circulate in the care rooms.
- Pedal operated bins were available throughout the service for disposal of contaminated items.

Administration of Medication:

- Medication was stored safely out of reach of the children.

Fire Safety:

- Fire exits were unobstructed during the inspection.

Non-Compliance Information

General Safety:

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1. A record of up-to-date risk assessments was not available for review in the service in line with the conditions on the service registration. While a risk assessment was available in the Tweenie room the date recorded was the week of the 6th of October. The person in charge advised that they do not have risk assessments for the service. Risk assessments are required to ensure the safety of the children both in the indoor and outdoor environments.
2. Two trailing flexes were observed in the Tweenie room in relation to two electrical appliances which were stored on the edge of the countertop. This posed a potential risk of injury to the children should they pull the flexes causing the equipment to fall from the counter. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.
3. A low-level chair was used by children in the montessori room to access the sink for handwashing. The chair did not provide a stable, suitable surface for the children to stand on and posed a risk of injury should it topple over.
4. Trip hazards were observed in the hallway of the service was used by the children frequently to access the toilets and garden for example coats were observed to be strewn across the floor. This posed a risk of injury and may also impede the evacuation in the event of an emergency.
5. The corner of the mat in the cosy corner of the baby room was observed to be curled which posed a trip hazard to children and adults but also posed an additional risk to the children in the room who are learning to walk and may be unsteady on their feet.
6. The sit in activity centre beside the window in the Baby room was observed to be loose where the arm of the unit met the base which made the activity centre unstable. Children from the Tweenie room were observed to use the activity centre on the day of inspection. This posed a potential risk of injury to the children using the activity centre.
7. A wicker basket in the Montessori room was observed to be in poor condition with pieces of wicker protruding. This posed a risk of injury to the children.

Infection Control:

8. Handwashing was not in line with the service policy or best practice guidelines. The following was observed;
 - Neither the adult nor child's hands were observed to be washed following nappy changing in the baby room.
 - Children's hands were observed to be cleaned with baby wipes before meals in the baby room.

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Adequate handwashing with warm water and soap is required to prevent the spread of infection in the service. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.

9. The surface of the nappy changing unit adjacent to the staff toilet did not provide an easily wipeable surface due to exposed unfinished wood. This posed an infection control risk due to the nature of the area in which it was present.
10. Sandwiches which contained perishable items were not appropriately refrigerated to prevent spoiling of perishable fillings. At 12:55pm sandwiches were delivered to the baby room for afternoon tea for the children in the service. These were observed to remain on the counter until 2:24pm when they were delivered to the care rooms for consumption by the children. This posed a risk of bacteria developing prior to the children consuming the food.
11. Soft furnishings were observed to be visibly soiled for example blankets and cushions in the cosy corner of the Baby and Tweenie rooms were observed to have food and other debris stuck to them. Cleaning records were not available to show when the items had been washed. This posed an infection control risk.
12. Bedlinen and a mattress protector which were present on the cots used by children in the Baby and Tweenie rooms for naptime were observed to be visibly soiled some of which appeared to be from nasal discharge. This did not provide a hygienic sleep environment for the children and posed an infection control risk.
13. Sheets which were labelled for use by named children from the Tweenie room were observed to be present in the cots following the afternoon naptime of the children in the baby room. The correct labelled sheets were not used for sleep which posed an infection control risk and is not in line with the service policy.
14. The sofa in the Montessori room was observed to be heavily soiled and stained and was in need of cleaning. Cleaning checklists were not observed in the montessori room to indicate routine cleaning. This posed an infection control risk.
15. The straps of the highchairs in the Baby room were observed to be soiled. This posed an infection control risk.
16. The sofas and soft climbing blocks in the Baby, Tweenie and Toddler rooms were observed to be torn which prevented adequate cleaning and the foam was exposed which present a risk of choking to the children. Equipment should be maintained free from hazards and in a way that allows adequate cleaning.

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17. The nappy changing mat located in the nappy changing area adjacent to the staff toilet was observed to be torn and the foam exposed. This posed an infection control risk, and a risk of choking should the children ingest the foam.
18. The sleeping bags used by children in the toddler room were observed to be stored together in a press in the hallway following naptime posing a risk of cross contamination.
19. Stagnant water was observed in an outdoor sandpit which was accessible to children in the walkway to the garden behind the kitchen area. Stagnant water may harbour bacteria which could pose a risk of illness to the children. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.

Administration of Medication:

20. Staff in the Baby room were unsure whether a child who was noted as having an allergy required any medication in the event of an allergic reaction. Discussion with staff and the assistant manager showed that staff were unsure if it was an allergy or parental preference. This posed a risk that the child may not receive appropriate care in the event of an emergency.
21. Medication which was out of date and another which was not labelled with the name of the owner were present in the medication box in the Toddler room. One staff member was not aware of the owner of the unlabelled medication while discussion with another staff member and the assistant manager showed that the children involved have now left the service. A bottle of antibiotic which was also out of date was stored in the baby room. This is not in line with the service policy which stated that medication should be returned to the parents.

Safe Sleep:

22. Sleep checks were not conducted for a period of 17 minutes while 4 children from the Tweenie room were sleeping in the cot room. Regular sleep checks every 10 minutes are required to ensure the safety of the children while they sleep. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.
23. Sleep checks were not recorded for 3 children from the Tweenie room when the inspector checked the records at 4:07pm. When queried the staff member advised they had not had time to complete them, but they would complete them retrospectively. This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.

Fire Safety:

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24. Staff in the Tweenie room were unaware of how many children were in their care during garden time between 9:30am-10:20am. The inspector was repeatedly advised that 10 children were present on the day and the staff member advised that she was unsure of who was not present once a headcount had been completed which showed 9 children present. This posed the risk of incorrect information being provided to the fire services in the event of an emergency.
25. Attendance records were not accessible to staff while in the garden area and when reviewed were observed to be incomplete. The following was observed;
- Staff in the Toddler room advised the inspector that their electronic device was lost, and they were sharing one with the other room to access a software application used for recording information about the children so they could only access it to update information sporadically throughout the day.
 - A review of the attendance records the inspector observed that the attendance of 16 children had not been recorded including;
 - In the Tweenie room at 10:30am the attendance of 3 children who arrived between 9:10am-9:30am had not been recorded.
 - In the Toddler/ ECCE room at 11:25am the attendance of 13 children who arrived before 9:30am had not been recorded.

This was a non-compliance on the previous inspection in October 2022. The preventive action provided by the registered provider has not prevented recurrence.

26. One low level bed used by a child from the Toddler room was placed too close to the care room door and obstructed it's opening for example when the inspector tried to open the door to enter the room the door touched off the corner of the bed meaning the door could only halfway. This may impede the evacuation of the care room in the event of a fire emergency.

Action submitted by the Registered Provider

Corrective Action

General Safety:

1. A risk assessment form is now in use for the rooms, the garden, and the cot room.
2. Machines and cables have been removed from the room, and the plugs have been secured.
3. The chair has been replaced with a step stool, allowing for more accessibility, and made of wood for increased stability.
4. The hallway is kept clear.

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5. The carpet in the Baby Room has been replaced.
6. The toy has been removed.
7. A shelf has been introduced to replace and organize the various resources that were inside the basket.

Infection Control:

8. The Baby Room staff has undergone retraining in infection control, and images illustrating all the steps to follow during a nappy change have been placed.
9. The bathroom has been repainted.
10. The Chef will be responsible for ensuring that food is properly refrigerated; the Tweenies room will be used as they are sleeping.
11. The washing machine has been relocated within the creche, increasing its efficiency, and cleaning schedules have been established for each room.
12. The washing machine has been relocated within the creche, increasing its efficiency, and cleaning schedules have been established for each room.
13. The numbers and label in the cot room have been updated. The Baby Room staff will be responsible for changing the sheets.
14. The sofa has been replaced, and sanding has been removed.
15. A thorough cleaning of the chairs will be carried out weekly using toothbrushes and toothpicks to access difficult areas.
16. The sofa in the Toddler Room has been replaced.
17. New changing mat was purchased. Manager and Assistant Manager will be checking on a weekly basis if any equipment needs to be replaced.
18. Sleeping bags are stored in the closet, each in its corresponding box.
19. The sandbox has been removed.

Administration of Medication:

20. The parents of all allergic children have filled out our Health Care Plan, and it is already in their profiles; the allergy list has been updated.
21. All medicines have been checked; those that were already expired and those belonging to children who are no longer in our service have been removed. Medications will be reviewed by the Lead Educators and checked monthly by the management.

Safe Sleep:

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22. Retraining of Safe Sleep policy has been conducted for the staff in the Baby Room, Tweenie Room, and Toddler Room.

23. Retraining of Safe Sleep policy has been conducted for the staff in the Baby Room, Tweenie Room, and Toddler Room.

Fire Safety:

24. An attendance chart has been integrated as a parallel resource to the software application used. Teachers who may be pressed for time or face connectivity issues will still be able to manage attendance records.

25. An attendance chart has been integrated as a parallel resource to the software application used. Teachers who may be pressed for time or face connectivity issues will still be able to manage attendance records.

26. No corrective action provided.

Preventive Action

- The assistant manager or manager is responsible for training new staff and ensuring that policies are adhered to; infection control policies will be periodically reinforced.
- The management will ensure that all reports are properly completed, cleaning schedules are adhered to, and provide additional training as needed.
- At least once a year, the creche will be painted, with a focus on areas posing a risk of infection.
- Examine the condition and maintenance of both toys and furniture within the rooms. These checks will be conducted monthly by the assistant manager and the manager, working collaboratively with the Lead Educators responsible for providing information.
- Health Care Plan will be given to all children with any allergy, and it must be filled out in the weeks before admission; the allergy list will be reviewed and updated every three months (If we don't have any new children).
- Medications will be reviewed by the Lead Educators and checked monthly by the management.
- Daily checks will be performed by management to ensure that Safe Sleep practices and Attendance are being carried out properly.

Supporting documentation submitted

Photographs have been reviewed.

Summary Comment

The registered provider has addressed the non-compliance points 1-25. No corrective action was provided for point 26. This remains outstanding and will be reviewed on the next inspection.

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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) The registered provider ensured that a record of fire drills was maintained in the service. The record showed that fire drills were conducted monthly and the last one recorded was on the 31st October 2023.
- (b) A record of the number, type and maintenance record of firefighting equipment and smoke alarms was available for review in the service. The record showed that the firefighting equipment was last serviced on 14th February 2023 while the smoke alarms were last serviced on 23rd June 2023.
- (4) Notices of the procedure to be followed in the event of a fire emergency were displayed throughout the service in care rooms and communal areas.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

- A registered provider shall ensure that the premises of the service are-*
- (d) cleaned, maintained and repaired, as required, and*
 - (e) equipped with adequate and suitable sanitary facilities.*

Non-Compliance Information

- (d)
- The registered provider did not ensure that the premises was cleaned, maintained and repaired as required. The following was observed;
- Paint was observed to be chipped and peeling on the walls throughout the service.
 - The walls and woodwork throughout the service appeared unclean for example in the Tweenie room crayon, food and black marks were observed on the walls, skirtings, and the white boxing along the wall.

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(e)

A children's sanitary area located in the main corridor was not adequately enclosed as it was fitted with low level saloon style doors which opened directly onto the corridor. This is contrary to HPSC infection control guidance for sanitary accommodation. This was a non-compliance on the previous inspection in October 2022.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(d) The classrooms and bathrooms have been painted. The areas that need it will be painted at least once a year.

Supporting documentation submitted

Photographs reviewed.

Summary Comment

The registered provider has addressed the non-compliance under (d) but has not addressed the non-compliance under (e). At the regulatory compliance meeting on the 31/01/2024 the registered provider assured the inspectorate that a full length door would be installed. No detail of the work to be completed or timeframe was submitted as requested. This non-compliance remains outstanding and will be reviewed on the next inspection.

Part VII - Premises and Space Requirements

Regulation 30 - Minimum space requirements

(2) A registered provider of a full day care service or a part-time day care service shall ensure that the minimum amount of clear floor space specified in column (3) of Schedule 7 opposite a particular reference number specified in column (1) of that Schedule in respect of the age range of children specified in column (2) thereof at that reference number is available for each child in that age range attending the service.

Non-Compliance Information

(2) The registered provider did not ensure an adequate amount of floor space was available for the children in the baby room between 1:05pm-2:20pm as children from the Tweenie room were brought there from the cot room as they woke. The room provided clear floor space of 23.6m² which, based on the individual ages of the children present allowed adequate space for the 7 children attending the baby room along with the first child who arrived from the cot room at 12:39pm. Additional children were brought into the room as they woke at 1:05pm, 1:43pm, and 2pm at which stage there were 14 children aged 8 months-23 months present in the room.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

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The daily routine has been reorganised to allow the Tweenies to return to their room upon waking from their nap. They will no longer spend time in the baby room.

Supporting documentation submitted

No supporting documentation submitted.

Summary Comment

The registered provider has addressed the non-compliance under Regulation 30.