

TUSLA REGULATORY INSPECTION REPORT



TUSLA Identifier: TU2015DY270

Name of Service: Carr's Child & Family Services

Address of Service: 5 Northbrook Road
Ranelagh
Dublin 6

Email Address: chughes@carrschildandfamilyservices.ie

Name of Registered Service Provider: Christina Hughes

Type of Service Registered: Full Day Care

Date(s) of Inspection: 1 3 1 1 2 0 2 0

No of Pre-School Children present during Inspection: AM 11 PM 9

Address of the Early Years Inspectorate: Tusla – Child & Family Agency
Trinity Building
IDA Business Park
Bray
Co Wicklow

Inspection undertaken by: M Redmond
Title: Early Years Inspector

Areas which were the subject of this inspection		
Governance	Health, Welfare and Development	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 Not applicable

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Description of Service	<p>This childcare service, which is a registered charity, has been in operation in its current location since 1972 under the auspices of an organisation that was established in 1887 to provide support services to children and their families. The service is partly funded by Tusla (Child & Family Agency) and takes referrals for the service from statutory agencies. Care and education is provided on a full day care and part-time basis for children aged birth to five years. The service is currently operating reduced hours and at a reduced capacity due to the coronavirus pandemic.</p>
Premises	<p>The service operates from purposefully adapted premises in the basement of a large period house in a residential area of Dublin south city. There are three separate care rooms provided for children consisting of a baby room, a toddler room and a large pre-school room which can be partitioned to provide two separate areas. There is a small cot room within the baby room. Enclosed outdoor spaces are available to the rear of the premises.</p>
Staffing	<p>There are currently six adults working in the service; this includes the service manager and a cook. The registered provider does not work directly with the children.</p>
Methodology	<p>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.</p> <p>The findings on inspection are based on;</p> <ul style="list-style-type: none"> • Information obtained through examination of documentation • Direct observation • Discussion with relevant staff <p>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.</p> <p>The inspection process has been amended to minimise the amount of time that inspectors spend in the service; the reason for this is to minimise disruption to service provision while services focus on re-opening and familiarising staff and children with new ways of working.</p> <p>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.</p>
Additional Information	<p>This inspection was triggered by the receipt of unsolicited information to the inspectorate in relation to this service.</p>
Acknowledgements	<p>The inspector wishes to acknowledge the co-operation of the service manager and staff who facilitated the inspection and children who were present on the day of the inspection.</p>

GOVERNANCE

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
- (2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by—
- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,
 - (b) consideration of references from reputable sources in the case of a person who has no past employers,
 - (c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and
 - (d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.
- (4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early Childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.
- (6) Paragraph (4) shall not apply before 1 September 2021 to a person who—
- (a) has signed a declaration on or before 30 June 2016 to the effect that he or she intends to retire from employment in a pre-school service before 1 September 2021, and
 - (b) is in possession of a letter from the Minister confirming that paragraph (4) shall not apply to him or her before that date
- (6A is inserted by S.I. No.632 of 2016 CHILD CARE ACT 1991 (EARLY YEARS SERVICES) (AMENDMENT) REGULATIONS 2016 which states; Regulation 9 of the Child Care Act 1991 (Early Years Services) Regulations (S.I. No. 221 of 2016) is amended - in paragraph (4), by the substitution of "paragraphs (5), (6) and (6A)" for "paragraphs (5) and (6)", and (b) by the insertion of the following paragraph after paragraph (6):
- (6A) Paragraph (4) shall not apply to an employee of a registered provider where - (a) the registered provider receives funding for the employment of the employee pursuant to a scheme funded by the Minister and known as the Access and Inclusion Model, and (b) the employment of the employee is for the purpose of providing support, pursuant to the scheme referred to in subparagraph (a), for a child attending the service to enable the child to participate in the programme known as the Early Childhood Care and Education (ECCE) funding Programme."

Compliance Information:

- (1)
- (a) The service manager was the person in charge and there was a named person to deputise if required.
 - (b) The service manager was on the premises when the inspector arrived.

Part III - Management and Staff

Regulation 9 - Management and Recruitment

The service manager confirmed that no new adults had been recruited since the last inspection on the 21st March 2019, therefore no staff files were reviewed.

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)—*
 (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:

- (1) On the day of inspection there were four adults working directly with eleven pre-school children; the service manager was available to assist when required.
- (2) The minimum ratio of adults to children to children specified in column (3) of Part 1 of Schedule 6 was maintained during the inspection.
- (8)
 (a) There were at least two adults on the premises at all times.

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:

SUPPORTING RELATIONSHIPS AROUND CHILDREN:

There was a consistent team of adults who had worked in the service for a number of years and there was a strong ethos of teamwork evident with records available to show that staff supervision takes place on a regular basis.

There was a key person system in operation and adults were observed to be familiar with triggers for children and how to manage them. For example, one child was singing at mealtime and another child was becoming irritated so was offered noise reducing ear muffs and the situation was resolved without conflict.

Adults were observed to acknowledge children's feelings "I see you're sad about that" and praised children for pro-social behaviours. Adults and children sat and ate together at mealtimes.

There was a sensory area in the pre-school room where each child had access to their own "calming kits" which contained props to support individual children to regulate their emotions.

The behaviour management techniques observed during the inspection were consistent with the procedures outlined in the behaviour management policy for the service.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

- (1) A registered provider shall ensure that the complaints policy of the service specifies—
 - (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
 - (b) the manner in which such a complaint shall be dealt with, and
 - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.
- (2) A registered provider shall ensure that—
 - (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
 - (b) the complaint is duly dealt with in accordance with the provider’s complaints policy.
- (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
 - (b) be open to inspection on the premises by an authorised person.
- (4) A registered provider shall ensure that a record in writing referred to in paragraph (2)(a) is retained for a period of 2 years from the date on which the complaint has been dealt with.
- (5) The requirement in paragraph (4) is without prejudice to any requirement to retain the record in writing referred to in paragraph (2)(a) under any other enactment or rule of law.

Compliance Information:

There was a comprehensive complaints policy in place for the service. It outlined how complaints can be made in relation to the service.

The management of complaints was outlined in the policy and the manager outlined how complaints are managed in the service.