



Inspection Report

Name of Service:	The Shine Centre
Address of Service:	7, Weston View Ballinrea Road Carrigaline Co. Cork
TUSLA Identifier:	TU2015CC363
Type of Service	Part-Time
Name of Registered Provider:	Mr. Paul McGuirk
Area(s) of focus on Inspection:	Governance
Inspection Date:	28/02/2020
Previous Inspection Date(s):	26/02/2019
Conditions Attached to Registration:	Not Applicable

Description of Service

The Shine Centre is a Part Time service located in a residential area on the suburbs of Carrigaline town. There were 9 children present on the day of inspection. The service is registered to cater for children aged between 3 and 6 years and its opening times are between 9.00 – 13.00 hours and 13.30 -17.30 hours Monday to Friday. The premise is a detached 2 storey building with 2 classrooms and a play therapy room situated downstairs and a sensory room situated upstairs. The building was purposely adapted as a childcare facility for children with special needs. There is an office area used by the adults located upstairs. The other part of the 2 storey detached building is kept secured from the service and is used by the Organisation for administrative purposes. There is a developed outdoor play area provided to the rear of the premises.

There were 10 adults present on the day of inspection and of these 9 were working directly with the children and 1 adult was office based and facilitated the inspection. The registered provider is not service based.

Each of the 12 adults that work directly with the children hold a recognised qualification in Early Childhood Care and Education or equivalent from level 5 upwards on the national framework of qualifications and the adults also engage in on-going professional development.

This report was based on an inspection which focused on the area of **Governance**. This inspection aimed to determine the extent to which the governance of the service is appropriate for the care and education of children in accordance with the following regulations as outlined in the Quality and Regulatory Framework.

- Regulation 9: Management and Recruitment
- Regulation 10: Policies, Procedures and Statements of a pre-school service
- Regulation 11: Staffing Levels
- Regulation 15: Record of pre-school child
- Regulation 16: Record in relation to pre-school service
- Regulation 17: Information for parents
- Regulation 31: Notification of incidents
- Regulation 32: Complaints

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 defines the responsibility of a registered provider to ensure the safety and well-being of children. 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 are upheld.

This inspection has focused on the area of Governance. Inspections may also focus on other areas such as Health, Welfare and Development of Child, Governance and Premises and Facilities as required.

Inspections of registered 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

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 regulatory requirements are identified as not being met the registered provider must demonstrate how they have corrected the non-compliances and will prevent them from re occurring. The suitability and approval of the Corrective Action and Preventive Action (CAPA) based action plan will be used to inform the registration decision. Where the registered provider fails to meet the regulatory requirements an escalation process may be invoked. The draft report is then presented to the Registration Panel of the EYI for consideration of a decision in relation to the service receiving continued registration. 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.

The inspector wishes to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection.

Summary of Findings

The service was found to have exceeded the requirements of the regulations under Governance and had history of compliance with the childcare regulations on previous inspections. There was no corrective action plan required post the inspection carried out on the 28th February 2020.

The inspector observed that the person in charge and staff were highly knowledgeable in relation to Governance procedures and practices carried out at the service.

Additional Information

Not Applicable as during the inspection carried out on 28th February 2020 the service was found to be fully compliant in respect of Governance.

Review of regulations that were found to meet regulatory requirements, which did not meet the requirements at previous inspection.

Not Applicable as the service was found to be fully compliant at the previous inspection carried out on 28/02/2019.

**Regulation 9(1)(a)(b)(2)(a)(b)(c)(d)(3)(4)(6)(a)(b)6A (7)(a)(b)(c)
Management and Recruitment**

Purpose

As the registered provider, you must ensure that an effective management structure is in place, and appropriate people are recruited to ensure the quality and safety of the care provided to the children attending the service. You must ensure that staff are competent to perform their roles by providing appropriate training, supervision and performance evaluation.

Regulatory requirement met:

The person in charge and staff stated that they were aware of the service's governance arrangements and structures as was reflected in the documents reviewed and the practices assessed by the inspector on the day of inspection.

The service had clearly displayed signage on a notice board in the main reception area demonstrating who the person in charge and deputy were during the hours of operation. Both the person in charge and deputy were on the premises on the day of inspection and both were aware of their roles and responsibilities when asked by the inspector. An additional management structure was displayed and available on file demonstrating that each classroom had a named leader. There was evidence of the recruitment policy, staff supervision policy and a staff training policy on file and the person in charge informed the inspector that these were adhered to by the service.

The inspector assessed a sample of 3 out of 15 staff files and on examination found that they were all organised, complete and that the vetting was carried out prior to any adult commencing work at the service. It was noted from the staff files that many of the staff held a higher qualification at level 8 which was higher than the minimum requirement and that each staff member had qualifications in additional courses and many were engaging in on-going professional development.

The person in charge informed the inspector that an induction and mentoring programme was carried out at the service and that any new staff member was provided with appropriate information, training and was supervised and shadowed by a competent person until deemed competent.

Regulation 10: Policies, Procedures and Statements of Pre-School Service

Purpose

As a registered provider, you must develop, approve, distribute and review policies, procedures and statements in a consistent way. Policies and procedures will standardise your service's approach to implementing best practice and ensuring compliance with the regulations.

Regulatory requirement met:

The person in charge and staff stated that they were aware of the services' policies, procedures and statements as outlined in the Quality and Regulatory Framework.

All staff and parents/guardians were provided with access to up to date versions of the services' policies, procedures and statements. During the inspection the person in charge furnished the inspector with electronic and hard back copies of 33 policies and procedures including the 21 policies referred to in the Quality and Regulatory Framework document. The policies were not reviewed fully as it was observed that best practice in line with the policies was adhered to by the staff during the day of inspection. The person in charge stated that the services' policies, procedures and statements were reviewed and updated annually onsite. The following policies in respect of Governance were available on the premises.

- Statement of Purpose and Function
- Recruitment Policy
- Staff Training Policy
- Supervision Policy
- Complaints Policy
- Policy on staff Absences

**Regulation 11(1)(2)(3)(4)(a)(b)(6)(8)(a)(b)(c)(9):
Staffing Levels**

Purpose

Your service must ensure that an adequate number of staff are available at all times during the provision of services to meet the needs of the children attending. At all times, the number of staff within the service will be appropriate to the needs of children, the type of service and the care provided.

Regulatory requirement met:

The person in charge stated that an adequate number of adults work directly with the children at all times.

On the day of the inspection there were 9 children aged over 3 years of age with 9 adults that were suitably qualified directly caring for them which exceeded the requirement of 1 adult to 11 children. The person in charge furnished the inspector with the week's staff roster record which gave clear details of each person's start time, finish time and meal breaks.

**Regulation 15(1) (a)(b)(c)(d)(e)(f)(g)(h)(i) (2) (3) (a)(b)(c) (4) (5) Record
of a Pre-School Child**

Purpose

As a registered provider, you must develop, maintain, store and retain records about children attending the service. The records must contain appropriate information to document and support the care provided by the service to each child. The service controls and protects the information it holds about children.

Regulatory requirement met:

The person in charge stated that she was aware of her role and responsibility in managing the children's records.

Children's records were available on file in respect of each child that attended the service. A sample of 10 children's records was assessed during the inspection and it was found that all details on each record were complete in full. The children's records were kept confidential and stored in secured cabinets. It was noted that previous children's records were stored on the premises for 2 years from the date a child stopped attending the service.

**Regulation 16(1)(a)(b)(c)(d)(e)(f)(g)(h)(i)(j)(k)(2)(a)(b)(3)(4)(5):
Record in Relation to a Pre-School Service**

Purpose

As the registered provider, you must develop, maintain, store and keep relevant service records. Personal information kept by the service must be appropriately controlled and protected.

Regulatory requirement met:

The person in charge and staff stated that they were aware of their responsibility in relation to appropriate records for a childcare service.

Information in relation to the service and staff details was available on display in the reception area and also available on file. Details of staff rosters, records of children's attendance and details of any medication administered and of any accident or incident involving a child were maintained on file.

All records about references and Garda and Police vetting were kept for 5 years on the premises from the date each person began working at the service. Records in respect of the children were kept for 2 years from the date a child left the service

Regulation 17: Information for Parents

Purpose

As a registered provider, you must provide all relevant information about the service, the type of care provided and the facilities available, to the parents and guardians of children proposing to attend the service. You must provide this information in a way they can understand.

Regulatory requirement met:

The person in charge and staff stated that they were aware of their responsibility in relation to providing information to parents and guardians of children proposing to attend the service.

General information about the service, type of care and facilities provided was available in the format of a leaflet that was provided to any potential parents and guardians. A Parent's Handbook with additional information was provided to parents and guardians of any child that commenced at the service and a policy folder with all the policies and procedures and statements regarding the service was available for review on the premises by parents and guardians. A notice board with general information was available in the main reception area and general information was also provided to parents and guardians electronically and by newsletters. One to one contact meetings with parents and guardians were arranged at regular intervals where they were provided with up to date information about their child.

Regulation 31(a)(b)(c)(d)(e) Notification of Incidents

Purpose

If an accident, injury or incident occurs, you, as the service provider, must have policies and procedures in place to identify, document, address, review and communicate the associated information. The accident, injury or incident could relate to either children attending the service or to your staff. You must take the necessary actions to prevent any reoccurrence of accidents, injuries or incidents. You must promote a positive and open culture of reporting to parents and guardians, and you must give feedback to parents and guardians after your investigations.

Regulatory requirement met:

The person in charge and staff stated that they were aware of their responsibility in relation to Notification of Incidents to the Early Years Inspectorate and that to date there were no Notification of Incidents on file.

The person in charge stated that she was aware that the Notification of Incident Form was required to be completed if there was any accident, injury or incident that affected a child attending the service. The person in charge was aware of how to access the Notification of Incident Form and that it should be submitted to the Early Years Inspectorate within 3 working days of the accident, injury or incident. The person in charge also stated that she was aware of which accidents or incidents needed to be referred to parties other than the Early Years Inspectorate.

Regulation 32(1)(a)(b)(c) (2)(a)(b) (3)(a)(b) (4) (5): Complaints

Purpose

As a registered provider, you must be open and responsive to people making complaints about the service. You must develop and implement a complaints management process that is consistent, fair, transparent and impartial.

Regulatory requirement met:

The person in charge and staff stated that they were aware of their responsibility in relation to complaints about the service and that to date there were no complaints received regarding the service.

A detailed Complaints Policy that was in line with the Quality and Regulatory Framework was available for review on file. There were also documents signed by staff available for review to demonstrate that the staff had signed that they had received training in how to adhere to and implement the policies fully. There was a copy of the Complaints Policy in the policy folder that was available for review by parents and guardians.

This inspection was undertaken by: Ms. V. McCarthy (Early Years Inspector)

The Early Years Inspectorate is the independent statutory regulator of early years provision and its role is to promote and monitor the safety and quality of care and to support children's early years provision in accordance with the legislation. The Early Years Inspectorate implements its role by assessing applications for registration and inspecting registered services. The Early Years Inspectorate is managed by the children's services division of Tusla.

Inspections may be carried out on any, or all, of the following four areas:

- Governance
- Health, Welfare and Development of the Child
- Safety
- Premises and Facilities

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