

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015CC014
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<b>Name of Service:</b>	All Aboard Carrigtwohill Childcare Centre
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<b>Address of Service:</b>	Station Road, Carrigtwohill, Co Cork
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<b>Eircode:</b>	T45 NP82
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<b>Name of Registered Provider:</b>	Orla Hayes
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	17/06/2025
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<b>No of pre-school children:</b>	AM	55	PM	29
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Administration Building, St Mary's Health Campus, Gurrabraher, Cork T23 X440
<b>Inspection undertaken by:</b>	D Prendergast
<b>Title:</b>	Early Years Inspector

### Authority to Inspect

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

<b>Conditions if applicable</b>	N/A
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### Description of service

All Aboard Carrigtwohill Childcare Centre is a privately owned, full day care service, that also offers part time and sessional care. It is registered to cater for children aged 0 to 6 years, along with school age care. Daily opening hours are from 7.30am to 6.00pm. This includes a sessional service from 9.00am to 12.00pm, over 38 weeks of the year.

The setting is located in a residential area of Carrigtwohill and consists of two separate, adjacent buildings. Three care rooms are provided in the main, two-storey building, along with a sleep room, sanitary facilities, a kitchen, a reception area and a staff room. A fourth early years room and an afterschool room operate from the adjacent, single storey building, which also includes sanitary facilities. Two outdoor play areas are available on site, one of which is used only by the school age children.

### Staffing

There are 18 adults employed at the childcare facility, of whom 16 work directly with the early years children. This includes the registered provider and the assistant manager, who are available to provide cover as needed. The cook is not involved in the direct care of the children and one adult works solely with school age children.

### Methodology

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

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

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

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

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

### Additional Information

During the onsite inspection on 17 June 2025, an Immediate Action Notice (IAN) was issued to the registered provider in relation to the non-compliance identified under Regulation 25. A response to the IAN was subsequently received on 18 June 2025. The assurances outlined in said response were accepted in mitigating the safety risk to the children at the service.

### Acknowledgments

The inspector wishes to acknowledge the cooperation of the registered provider, assistant manager, staff and children who were present on the day of the inspection.

### Part III – Management and Staff

#### Regulation 9 – Management and recruitment

(1) A registered provider shall ensure that-

- (a) the service has a designated person in charge and a named person who is able to deputise as required,
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and

(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.

#### Compliance Information

- (1)
- (a) The person in charge of the service was the registered provider, who had also assigned an assistant manager and two deputies. Each of these adults could deputise in the absence of the registered provider. Written information to this effect was displayed in the entrance area of the main building.
  - (b) When the unannounced inspection commenced, the assistant manager was present at the setting. The registered provider arrived later in the morning and remained to facilitate the inspection process. Review of the staff roster and discussion with the registered provider indicated that a person in charge was available on site throughout the service's hours of operation.
- (2) It was confirmed that five adults had commenced working at the setting since the previous inspection on 3 April 2024. Therefore, recruitment records in relation to these five adults were assessed.
- (a) There were nine references and validations on file from past employers.

- (b) One of the written and validated references had been provided by a source other than a previous employer.
- (c) Garda vetting disclosures had been obtained for all five staff. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.
- (d) Police vetting was deemed to be required for four of the adults and copies of the relevant documents were maintained on file.
- (4) Four of the five adults worked directly with the early years children. Three of these staff members had attained a major award in Early Childhood Care and Education, as listed on the National Framework of Qualifications. A Letter of Qualification Recognition was on file for the fourth adult.

### 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) During the period of inspection, it was noted that a sufficient number of adults were working with the children who attended the service.
- (2) The adult child ratios met the requirements of the regulation as follows:
- In the morning, there were 55 children, aged 1 to 5 years, in attendance across the four care rooms. Eleven adults were working directly with these children.
  - In the afternoon, 7 adults were involved in the direct care of the 29 children present, who were aged 1 to 5 years. The registered provider and the assistant manager were available in addition to the adults in the care rooms.
- (8)
- (a) The service was operated with at least two adults present at all times. This was observed in practice and demonstrated through review of the staff roster.

### Part IV – Information and Records

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

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

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

#### Compliance Information

(1) From the 71 child records available, a sample of 12 were reviewed. The required information, as detailed under parts (a) to (g), was included on each of the child records sampled.

#### Non-Compliance Information

- (1)
- (h) Information regarding the child's immunisation status was unavailable on 6 of the 12 records reviewed.
  - (i) Written parental consent for appropriate medical treatment in the event of an emergency, was not provided on 2 of the 12 child records sampled.

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

##### Corrective and Preventive Action

- (1)
- (h) & (i) The written response stated that the registration forms have been updated, and immunisation details have been received from parents.

## Supporting documentation submitted

A screen shot of a section of a registration form, which demonstrates a partial signature.

## Summary Comment

Based on the statement and partial evidence submitted, regulatory compliance is determined to have been met.

## Part IV – Information and Records

### Regulation 16 – Record in relation to pre-school service

*(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:*

*(j) details of any medication administered to a pre-school child attending the service with signed parental consent;*

## Non-Compliance Information

(1)  
(j) From a sample of 10 administration of medication records that were reviewed, it was noted that 5 digital records did not include the name of the staff member who administered the medication, as required. The name of a witness to the administration of medication was also omitted on six records. This posed a risk that medication may be incorrectly administered to a child. Non-compliance in relation to the absence of witness signatures on administration of medication records, was also found at the previous inspection on 3 April 2024. The CAPA response at the time stated that the administration of medication records were updated to include the details of the staff member who witnesses the administration of medication. However, the recording of this information remained an issue.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

The name of the staff member and the name of a witness to the administration of medicine are now being included on the digital application.

### Supporting documentation submitted

A screen shot of a completed administration of medication record.

## Summary Comment

Following the corrective action implemented, regulatory compliance is determined to have been met.

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

### Regulation 19 - Health, welfare and development of child

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

(a) each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child, and

### Compliance Information

#### Basic needs:

- Mealtime routines were observed to be social occasions, which took place in calm, unhurried environments. For example, during the mid-morning snack in Montessori 2, the children and adults sat together and chatted freely. In the Creche room, the children were appropriately assisted by the adults, according to their age and stage of development and were provided with feeding bibs.
- Nappy changing was handled sensitively, as was noted when a staff member chatted warmly to one of the children. The inspector was advised that this care routine was carried out frequently throughout the day and as the need arose. The independent use of the toilet by the older children was observed to be positively encouraged and supported, as appropriate, by the adults.
- During discussion with a staff member, the inspector was advised that children in the Creche room generally followed routine nap times and confirmed that children would also be accommodated to sleep outside of these times, should they display signs of tiredness.
- As the weather on the day of the inspection was warm, staff members were observed to apply sunscreen to the children before going outdoors.
- The children's reusable water bottles were brought outside when the children visited the outdoor play area. This ensured that children could freely access drinking water, while they played in a warmer environment.
- In the Creche room, adult sized seating was available for staff to comfortably attend to the children's care needs.
- On the day of inspection, all children had the opportunity to spend time in the outdoor play space, which was noted to include a good variety of materials.

### Supporting relationships:

- Evidence of the key worker system implemented at the service, was displayed in writing. This practice ensured that each child was allocated a nominated staff member, who fulfilled the role of the contact person, when communicating with the children’s parents. In addition, the assistant manager informed the inspector that key workers also undertook observations in relation to the children and developed the children’s learning journals.
- On the day of the inspection, the adults were observed to communicate with children at their level, used appropriate tones of voice and competently led structured activities. For example, during an adult led story time in Montessori 1, the children appeared focused, engaged and actively participated. It was also noted that the adults modelled appropriate behaviour, such as turn taking during conversations.
- The service used a digital application, which allowed parents to instantly access information regarding their children’s activities of daily living, such as sleep, nappy changing and food intake. Further examples of the information shared via this application were demonstrated to the inspector and were noted to include curriculum themes, observations and photographs of recent activities. Daily informal face to face discussion, phone calls and email were also utilised, to ensure regular communication with parents and care givers.
- The assistant manager advised that staff within each room met regularly to discuss matters arising and that room leader meetings were held approximately every two to three weeks.

### 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:

- Entry to the service was via a keypad, located at the second of two entrance doors, with a buzzer system in place for parents and visitors. This safety mechanism reduced the likelihood of unauthorised access.

- The outdoor play space designated for use by the early years children was secured through a combination of high-level fencing and secured gates.
- When parents began arriving at collection time, good supervision practices were ensured, as the children were brought into the porch by staff members.
- The blind cord in the Montessori 3 room was secured by a suitable safety clip.
- Low-level glass panels on doors were fitted with visibility strips, which reduced the risk of a collision injury.
- Firefighting equipment was wall mounted.

### Infection control:

- Liquid soap and paper towel dispensers were in place at each of the wash hand basins. Handwashing by the children was observed after outdoor play, after using the toilet, before lunch and after having their nappies changed.
- In Montessori 2, it was noted that tables were sanitised before the children had their mid-morning snack.
- During an observed nappy changing procedure, the adult wore a disposable apron and gloves. Both the adult and the child washed their hands once the nappy change was completed.
- All of the available cot mattresses were either waterproof or were fitted with waterproof mattresses protectors, which helped to reduce the risk of cross infection. The cots in the sleep room appeared to be well spaced, which also minimised the risk of cross infection.
- Shelf storage and wall hooks were provided for the children's bags and individually labelled storage was in place for the children's toiletries, in the Creche nappy changing room.

### Safe sleep:

- While in use to accommodate sleeping children, the air temperature of the sleep room was recorded at 20.2°C. This fell within the recommended range of 18°C to 22°C, for children aged over 12 months.

### Fire safety:

- Fire exits from the care rooms were observed to be clear and free from obstruction.

### Non-Compliance Information

#### General safety:

1. The water temperatures at 3 of the children's wash hand basins exceeded 43°C, which posed a risk of scalding. In the sanitary facility adjoining Montessori 3, temperature readings of 49.8°C and 49.7°C were

recorded. In the adjacent staff sanitary facility, which also included a nappy changing facility, the water temperature at the children's wash hand basin was recorded at 49.2°C.

### Infection control:

2. It was acknowledged that in Montessori 2, many of the children's perishable snacks had been refrigerated before the mid-morning meal break. However, some of the perishables foods, such as yogurts and ham and cheese sandwiches, had not been refrigerated, which increased the risk of food spoilage. Children were observed to retrieve these snacks from their bags, which were stored in the care room. During discussion, one of the staff members stated that these children had arrived late to the service, on the day of the inspection.
3. Suitable waste disposal bins were unavailable in the following areas, which increased the risk of cross infection:
  - In the sanitary facility adjoining Montessori 3, it was noted that the lid of the bin was stored on the floor. When the inspector brought this to the attention of a staff member, the lid was reattached. However, the pedal on the bin was broken.
  - A lidded, foot pedal operated bin was unavailable in the children's sanitary facility on the ground floor of the main building. An unlidded waste bin was in use.

### Safe sleep:

4. In the Creche room, sampled sleep logs from the day of the inspection indicated that checks of sleeping children were not consistently conducted at 10-minute intervals, as required for safe sleep practice. For example, the records in respect of 1 child indicated an interval of 22 minutes in between being physically monitored and a 21 minute interval was noted in relation to another child.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

#### General safety:

1. The written response stated that a plumbing company visited the service and rectified the water temperature.

#### Infection control:

2. Food will be removed from the children's bags and stored in the fridge.
3. The bins have been replaced with pedal bins.

#### Safe sleep:

4. A staff meeting was held to inform staff of the importance of recording sleep checks.

### Supporting documentation submitted

#### General safety:

1. The statement submitted is accepted as evidence.

#### Infection control:

2. The statement submitted is accepted as evidence.
3. Photographs of the pedal bins.

#### Safe sleep:

4. A screen shot of a sleep log from the digital application.

### Summary Comment

The statements and evidence submitted are accepted in meeting the regulatory requirements.

## Part VI - Safety

### Regulation 25 - First aid

*(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.*

### Non-Compliance Information

(1) An adult with current First Aid Responder (FAR) training was not consistently available to the children, during the service's operational hours. Only one of the adults who worked at the setting held current FAR certification. Review of the staff roster and discussion with the registered provider, demonstrated that this adult was not available to the children, at all times. It was also confirmed that none of the other staff members held up to date paediatric first aid training. This posed a safety risk to children, should first aid be required. An Immediate Action Notice was issued on 17 June 2025, in response to this non-compliance.

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

#### Corrective and Preventive Action

Three members of staff have since completed a FAR course and five members of staff have completed a paediatric first aid course. In future, first aid courses will be completed before they are due to expire.

#### Supporting documentation submitted

Copies of three FAR certificates and copies of five paediatric first aid certificates.

# Early Years Inspectorate Regulatory Report Pre School

## Summary Comment

The corrective action taken has adequately addressed the non-compliance identified under Regulation 25.