

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CC094
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Name of Service:	Charleville Community Childcare CLG
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Address of Service:	Broad St., Charleville, Co. Cork
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Eircode:	P56 RX62
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Name of Registered Provider:	Anita O'Connell
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Service type:	Full Day, Part Time, Sessional
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Date(s) of Inspection:	07/11/2025
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No of pre-school children:	AM	70	PM	47
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Address of the Early Years Inspectorate:	Second Floor, Estuary House, Henry Street, Limerick.
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Inspection undertaken by:	F. Collins & E Browne
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Title:	Early Years Inspectors
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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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Additional Information

This inspection was triggered by information received by the Early Years Inspectorate

Description of service

Charleville Community childcare CLG is a full day care service located in Charleville North cork. The service is accessed from the street and the entrance and exits are clearly marked. The service consists of a purpose-built building and a converted house, both buildings are separate but located on the same premises. There is no dedicated parking and street parking is available outside the exit. The purpose-built facility consists of 4 care rooms, three care rooms downstairs and one care room upstairs. In this building there are also children's and adults' toilets, two offices, a service kitchen and a large lobby where parents can be met. The converted house is used for preschool children attending a sessional service in the morning and in the afternoon and during school holidays for the care of school age children and during holidays.

There is a secure outdoor play area accessible to all five care rooms and there is also access to an indoor/outdoor room which is accessible from outside.

Staffing

The service employees 29 adults and there were 17 adults working directly with the children on the day of the inspection. In addition to this the person in charge the deputy person in charge one administration staff member were present. There were also three staff present working as part of a community employment scheme.

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. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under Regulation.

- 9. Management and recruitment
- 10. Policies, procedures etc. of pre-school service
- 11. Staffing levels
- 16. Record in relation to pre-school service
- 19. Health, welfare and development of child
- 23. Safeguarding health, safety and welfare of child
- 27. Supervision
- 32. Complaints

As a result, the scope of the inspection included Montessori rooms 2 and 3.

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.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, person in charge, deputy person in charge, 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
- (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) The service had a designated person in charge and a deputy person in charge on the premises on the day of inspection. In the event the person or deputy person in charge were not on the premises a named person able to deputise was available.

(b) The person in charge or one of the named deputies were on the premises at all times during the operation of the service.

(c) There was a clear structure in the service that identified the management structure. Each care room had a room leader and childcare. Additional staff were employed under the Access and Inclusion Model Scheme. The service was also facilitating three adults on a community employment scheme.

(2)

Twenty-nine adults work in the service, all 29 files were assessed for compliance with Garda vetting and in addition to this, 3 full files were reviewed as these staff had commenced in the service since the last inspection.

(a) Of the six references required three validated references were available from past employers.

(b) Of the six references required three validated references were available from a source other than a past employer.

(c) Garda vetting disclosures were on file for all 29 adults who work in the service and have access to children. However, the service did not adhere to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years for all staff. Please refer to the information outlined under regulation 23 of this report.

(d) Of the three staff whose complete file was assessed one staff member required police vetting and this was available on file and translated.

(3) The procedures as set out above had been completed prior to staff commencing and having access to children.

(4) Of the three staff files assessed one staff member required a qualification in early childhood care and education and this was on file and available for assessment.

The non-qualified adults who were working with the children were supervised at all times and were supernumerary.

(7) (a) Induction and supervision records were reviewed.

Induction paperwork had been completed and recorded for one of the three staff files assessed.

Training records were available for all three staff files assessed.

Communication with staff was recorded in a staff communication book to indicate when staff were informed of changes or updates.

Non-Compliance Information

(9) (7)

(a) Supervision records were not available for the staff to indicate that they received 4-6 weekly supervision sessions with management as per the staff supervision policy.

(b) Two of the three records assessed did not have a written record of the induction process recorded.

Not completing supervision on a frequent basis and not having records of staff induction may allow staff to practice without appropriate guidance on the services policies and procedures.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (a) The service has revised their staff supervision policy which indicates who will carry out and the frequency of supervision meeting for all staff, this has been circulated to all staff. A staff supervision record form and staff appraisal record form are now on file for all staff. Timeframes for supervision meetings have been included. Management will support the supervision process through frequent meetings with staff and being available within the service.
- (b) Induction forms will be completed for all staff and will be signed by the staff member and management once induction is completed.

Supporting documentation submitted

- (a) The staff supervision policy has been received.
- (b) Copies of two staff induction records have been received.

Summary Comment

The requirements for this regulation have been met and will be assessed on the next inspection.

Part III – Management and Staff

Regulation 10 - Policies, procedures etc. of pre-school service

A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.

Compliance Information

The following policies were assessed:

- The complaints policy was reviewed and specified the procedures to be followed when a person was making a complaint. It stated how the service would manage this complaint, how the complainant would be informed and how the complaint record would be stored.
- The managing behaviour policy contained all of the key requirements of how staff within the service would manage and support the behaviour of children with a key worker assigned to the children.
- The infection control policy and in particular the nappy changing procedure was reviewed to assess if the procedure was in keeping with best practice, the procedure was satisfactory.
- The staff supervision policy was assessed, and the policy was in keeping with best practise stating that employees, unpaid workers, contractors and students would be supervised and supported within the service.

Part III – Management and Staff

Regulation 11 - Staffing levels

(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.

(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.

Compliance Information

- (1) All five care rooms were in operation on the day of inspection. Two care rooms were the subject of this inspection and there were adequate staff available to meet the needs of the children in both of these care rooms.
- (2) The adult child ratios within the service were adequate.
- The creche room had for adults working in the morning with six children. Two of these children were under the age of 1 year and four of the children were aged between 1-2 years. In the afternoon there were six children being cared for by two adults. The children being cared for remained the same as the morning.
 - Montessori room 1: This room had 18 children attending the sessional service in the morning. The children were aged 2 -4 years and they were being cared for by 5 adults.
 - Montessori room 2: This room had 20 children attending aged between 2-4 years in the morning and were being cared for by 4 adults. There were 20 children also attending this room in the afternoon being cared for by 3 adults.
 - Montessori room 3: This room had 10 children aged 2 years attending in the morning being cared for by 3 adults. In the afternoon there were 11 children attending this care room and were cared for by 3 adults.
 - Montessori room 4: In this care room there were 16 children aged 2-4 years attending the morning service and were being cared for by 3 adults. In the afternoon there were 10 children attending being cared for by 2 adults.

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:

(k) details of any accident, injury or incident involving a pre-school child attending the service.

(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.

Compliance Information

- (1) (k) An accident /incident record was reviewed. This record was completed in full with parent and staff signatures, details of the child were correct, and all of the actions taken following the incident were recorded.
- (3) The accident and incident records were available on file for assessment by the inspector.

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

(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

Compliance Information

Basic Needs

- Montessori room 2 was heated to 20.9°C, warm enough for the children to play in comfort.
- The children's needs around food and drink were met. In the care rooms assessed Montessori rooms 2 and 3, the children were observed to eat their snacks and meals at appropriate times. The meals and snacks were provided in the dining room section between both care rooms. The snack served on the day of inspection was toast provided by the service and in addition to this fruit, yoghurt, crackers and some cheese was provided by parents and served by the staff. Dinner served on the day of inspection consisted of mashed potatoes, chicken goujons, beans and chips served with gravy. In addition to this, the children in Montessori room 2 had

the option of having some pasta. The children in Montessori room 3 also had carrots provided. Children with allergies had alternative food provided as required to meet their individual needs.

- The children's needs for a rest in these care rooms were provided in Montessori room 3 where beds were set up after dinner and the children allowed to sleep on stackable beds. Staff remained in the care room while the children were sleeping.
- Rest areas were provided in both care rooms. In Montessori room 2 there was couches available in the corner of the room beside the library area and the children were observed to use this area to rest and relax. In Montessori room 3 there were 2 small child size couches with cushions and a floor mat available to the children positioned close to the library area. Children were observed in the rest area for story time and for some quiet time away from the general play area.
- Children who required additional support were observed to receive same and individual care plans where available and updated as required. Where a child was observed to need time to regulate their emotions, they were given some quiet time and was supported by a staff member.
- The children were observed to freely move about the playrooms and when they did not wish to partake in a group activity such as reading the story in Montessori room 2 and the Montessori room 3, they were allowed to choose their own activity and were given support if needed.

Supporting Relationships

- The staff were observed sit with the children at mealtimes, at tabletop activities and during free play. The staff assisted but allowed the children to play with their peers as they wished.
- The staff in both care rooms use the key worker system. This enabled the staff to be informed, and they could ensure the needs of each child were met and this supported the staff in communicating with parents.
- The staff supported the children to be independent and allowed them to choose their own activity and to seek support as required.
- The staff were observed to speak to the children in a respectful manner. The staff knew each child by their name and got down to the child's eye level of the child when interacting with the children.
- Interaction and communication between staff and parents were observed at drop off and collection. Any additional feedback for parents could be arranged with the managers where parent meetings could be facilitated as requested.
- A family wall where photographs of each child's family was on display was observed in Montessori room 2 and Montessori ROOM 3. This allowed each child to seek comfort there if they required same.

- Communication between management and staff was via e-mail, to the individual room teams communication was delivered by the room leaders and communication was also at staff meetings where individual welfare checks are reportedly completed.

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 external doors were secured with electromagnetic locks and this prevented children from exiting the service unsupervised and also prevented unauthorised access to the service by unknown adults.
- The emergency exit doors were unobstructed.
- The internal doors were appropriately secured and prevented children accessing unsafe areas. Within the main building the corridor towards the kitchen, office and adults' toilets was secured by keypad entry system.
- The windows were not accessible to the children and there were no low-level windows which the children could walk into.
- The yard outside was prepared by the maintenance staff prior to children going outside. The yard was swept to ensure the surface water was removed.
- No concerns were observed with window blind cords.
- The staircase had suitable handrails and was adequately lit and the floor covering on the stairs was nonslip.
- The electrical flexes and cables observed appeared to be in good condition.
- The storage facilities were inaccessible to the children in Montessori 2.
- The waste was inaccessible in pedal operated litter bins.
- Cleaning agents for cleaning the nappy changing units were stored high out of reach of children.
- Large fruit such as grapes had been cut prior to the children eating same.

Infection Control:

- The children were observed to wash their hands before snack time and after coming in from outdoor play. In Montessori room 2 the staff member was observed to change nappies as necessary and in a timely manner in line with the Nappy changing and Toileting policy for the service. Protective clothing such as aprons and gloves were worn and changed after each nappy change. The children and staff were observed to wash their

hands in line with the services infection control policy. Nappies and paper waste were disposed in the appropriate pedal operated bins.

- The tables were cleaned with appropriate surface sanitizer prior to the children eating their meals.
- Cleaning schedules were observed to be signed daily by the staff.
- The cots in the Creche room had waterproof mattress protectors and a cot sheet assigned to each child who may use the shared cots.
- The older children who were sleeping on floor beds had a sheet and blanket and these were changed daily.

Administration of Medication:

- No medication was observed to be administered on the day of inspection.

Safe Sleep:

- In Montessori room 3 the staff members remained in the playroom with the children at the designated sleep time. The staff member was noted to have a clear understanding of their roles and responsibilities in relation to the policy on safe sleep.

Fire Safety:

- All fire exit doors were unobstructed on the day of inspection.
- Firefighting equipment inclusive fire extinguishers were safely tethered to the wall and easily accessible.

Non-Compliance Information

General Safety:

1. Garda vetting was available for 29 staff members. However, one of these vetting disclosures were not dated within the previous three years in adherence to with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting'.

Infection Control:

2. The nappy changing procedure was not practiced in accordance with the infection control policy, the following was observed:
 - One child did not have their hands washed after having their nappy changed.
 - The staff member carrying out the nappy changes did not change the plastic apron between the different children.
 - The nappy changing unit was cleaned with a baby wipe and not sanitizing surface spray between the different children.

Not following the correct procedures when changing nappies may allow for cross contamination and infection.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The Garda Vetting for the one staff member has been renewed. A plan is in place to ensure the Garda vetting will be renewed for all staff on a three yearly basis.

Infection Control:

2. The nappy changing procedures has been updated and this has been circulated to all staff. The issue of nappy changing will be discussed at team meetings.

Supporting documentation submitted

General Safety:

1. A copy of the Garda vetting disclosure has been received. Evidence of the staff list for all Garda vetting renewals has been received.

Infection Control:

2. A copy of the infection control policy and the nappy changing procedure has been received. The infection control policy indicates that hands must be washed after removing disposable gloves, changing mats must be cleaned and children's hands must be washed.

Summary Comment

The requirements for this regulation as assessed have been met.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Compliance Information

- The children in Montessori room 2 and 3 were observed to be supervised during mealtimes and during their play activities. With the staff having overall view of them during indoor play.
- A child who did not engage in group play was observed to be supervised in their play activities away from the main group.
- The children in Montessori rooms 2 and 3 were observed to be supervised when playing outside.

Non-Compliance Information

1. Two children from Montessori room 2 when playing outside needed to come inside to use the toilet. Each child was allowed to come in individually to use the toilet facilities which were across the room and no adult came inside with them. The door was closed to the outdoor area and the staff remained outside. Not supervising the children adequately when inside may have allowed the children access activities, children school bags, water and not be adequately supported when using the toilet. One child was observed to walk out with their clothes not pulled up correctly.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The staff have been informed to ensure they supervise the children at all times and to assist with toileting as required. The nappy changing/toileting policy has been updated to ensure the children are supervised when going to the toilet.

Supporting documentation submitted

1. The assurances received on the corrective and preventive action form and the nappy changing/toileting policy have been received.

Summary Comment

The actions identified by the registered provider to ensure children are supervised are adequate and will be assessed on the next inspection.

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-
- (b) be open to inspection on the premises by an authorised person.

Compliance Information

- (1)
- (a) A comprehensive complaints procedure was available to the management and staff within the service. This procedure outlined how a complaint could be made in relation to the service.
 - (b) The procedure set out how a complaint would be dealt with.
 - (c) The procedure also set out how the complainant would be informed at each stage of the complaints process.
- (2)
- (a) A complaint received by the service was retained and a record in writing was kept of this complaint.
 - (b) The process followed to deal with the complaint was in accordance with the services complaints policy.
- (3) (b) The complaint records were open to inspection by the early years inspector