

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CC309
--------------------------	-------------

Name of Service:	Nurture Childcare Douglas
-------------------------	---------------------------

Address of Service:	Unit 4, Ardfallen Mall, Douglas Road, Cork, Co. Cork
----------------------------	--

Eircode:	T12 AK12
-----------------	----------

Name of Registered Provider:	Ciara Gallagher
-------------------------------------	-----------------

Service type:	Full Day, Part Time, Sessional
----------------------	--------------------------------

Date of Inspection:	14/05/2026
----------------------------	------------

No of pre-school children:	AM	81	PM	72
-----------------------------------	----	----	----	----

Address of the Early Years Inspectorate:	Administration Office, St. Mary's Health Campus, Gurranabraher, Cork. T23X440.
Inspection undertaken by:	D Cotter
Title:	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).

Early Years Inspectorate Regulatory Report

Pre School

Description of service

Nurture Childcare Douglas is a privately operated service that is carried out in a 2-storey building that was purposely adapted as a childcare facility. The childcare facility is in a small commercial park in an urban area of Cork. There are 6 care rooms namely the Baby room, the Wobbler room, the Toddler room, Classroom 1, Classroom 2 and Classroom 3. There are 2 designated Sleep rooms available for children aged less than 2 years; 1 adjacent to the Baby room and the second is adjacent to the Wobbler room. The service has a secured outdoor play area available to the rear and side of the premises. The service caters for early years children aged up to six years of age. It also provides care to school going children. It provides full day-care, part-time care and sessional care including the Early Childhood Care and Education (ECCE) Scheme. The daily opening hours are between 8am and 6pm.

Staffing

There are 21 adults attached to the service including the registered provider who is not service based but visits the premises regularly. There were 17 adults working directly with the early years children, both the person in charge and the designated deputy person in charge were office based and an adult who was the services' chef was assigned to the kitchen.

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

Early Years Inspectorate Regulatory Report

Pre School

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.

Acknowledgments

The inspector wishes to acknowledge the cooperation of the registered provider, 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*

(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,*

Early Years Inspectorate Regulatory Report

Pre School

(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 registered provider has ensured that there was a designated person in charge and a named person who was able to deputise as required.

(b) The person in charge as well as the deputy person in charge were on the premises for the duration of the inspection. The roster for the service demonstrated that at least one of these people were always on site.

(2)

There were twenty-one staff attached to the service and all staff files were assessed.

(a) Thirty six of the forty-two required references were available from a past employer and had been validated.

(b) Six of the forty-two required references were available and validated from a source other than a past employer.

(c) Garda vetting disclosures had been obtained for all for twenty-one 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 required and available for fifteen members of staff as they had resided outside of the state for a period of longer than six months.

(4)

Twenty staff members held a relevant qualification in Early Childhood Care and Education from Level 5 to Level 8 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent. The chef did not need to hold a qualification.

Early Years Inspectorate Regulatory Report

Pre School

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

On the day of inspection, the following policies were examined:

- Healthy eating policy.
- Infection control policy.
- Safe sleep policy.

The above policies were observed to contain the relevant details to meet regulatory compliance and guide staff in the safe care of children.

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,

Early Years Inspectorate Regulatory Report

Pre School

Compliance Information

1.

The person in charge ensured that there were an adequate number of staff working directly with the children.

2.

On the day of inspection, the ratio of staff to children was maintained as per the regulations.

The rooms were in operation as follows:

Morning :

Room name	Type of Service	Age Range	Number of children present	Number of adults required	Number of adults present
Baby Room	Full Day Care/Sessional	12-18 months	6	2	3
Wobbler Room	Full Day Care/Sessional	18-24 months	10	2	3
Toddler Room	Full Day Care/Sessional	2-3 years	15	3	3
Classroom 1	Full Day Care/Sessional	3-5 years	19	2	3
Classroom 2	Full Day Care/Sessional	3-5 years	12	2	2
Classroom 3	Full Day Care/Sessional	3-5 years	19	2	2

Afternoon:

Room name	Type of Service	Age Range	Number of children present	Number of adults required	Number of adults present
Baby Room	Full Day Care	12-18 months	5	2	3
Wobbler Room	Full Day Care	18-24 months	11	3	3
Toddler Room	Full Day Care	2-3 years	14	3	3
Classroom 1	Full Day Care	3-5 years	14	2	3
Classroom 2	Full Day Care	3-5 years	14	2	2
Classroom 3	Full Day Care	3-5 years	14	2	2

8.

The registered provider has ensured that there was a minimum of two staff at all times on the premises. This was evidenced through the staff roster and discussion with staff on the day.

Early Years Inspectorate Regulatory Report

Pre School

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.*

(3) A record in writing referred to in paragraph (1) or (2) shall be open to inspection on the premises by-
(c) an authorised person.

Compliance Information

(1) The person in charge advised that a total of 108 children were registered to the service. Child records were stored both paper based and electronically. A sample of 12 child record forms were assessed. Each form included all of the information, as listed from (a) to (i), which met the requirement.

(3) (c) All 12 records were available for inspection by an authorised person on the day of inspection.

Early Years Inspectorate Regulatory Report

Pre School

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:

(i) details of staff rosters on a daily basis;

(3) A record referred to in paragraph (1) shall be open to inspection on the premises,

Compliance Information

(1)

The registered provider has ensured that a record is kept in relation to

(i) a roster is kept daily which includes each staff members start, finish and break time.

(3)

These records were open to the inspection by an authorised person.

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 and snack time were observed to be a pleasant and social experience, where adults talked to and assisted the children as required.
- Children were served healthy and nutritious food on the day of inspection, which was prepared on site. For example, the main meal of the day was fish cakes with potatoes and vegetables. The afternoon tea consisted of ham, cheese, salad and bread. Extra portions were available should any child require it, and mealtimes were observed as being flexible to allow for children who were napping.
- Children in each room had access to water at all times.

Early Years Inspectorate Regulatory Report

Pre School

- Staff were observed to show kindness and patience with the younger children during mealtimes. For example, in the baby room during their teatime, one of the babies threw their snack on the floor and staff were observed to clean it up and offer another plate while soothing the baby.
- Staff were observed to communicate with children in a warm and caring manner and in a way to help them feel safe, secure and at ease.
- Staff were observed to promote independence, for example in the Wobbler room, staff were observed to encourage children to put on their own boots to play outdoors.
- Nappy changing was observed to occur regularly and sensitively. Staff were observed to be kind, considerate, caring, and professional when changing nappies, for example, staff in the Wobbler room were observed to sing and chat with children during this time.
- The children were observed to play in the outdoors during the day of inspection.
- Each care room was set up in such a way to allow freedom of choice and freedom of movement between the interest areas.
- The children's need for sleep was met as children had access to designated sleep rooms for the children under 2 years from the baby, and wobbler and rooms. The older children had access to stackable beds. Through discussion with staff, it was noted that staff work with parents to ensure sleep routines are well established. For instance, in the Toddler room, staff reported that they work in partnership with parents to communicate the child's daily sleep needs and ensure these are met.

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

(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.

Compliance Information

(1) (a) There were adequate and suitable facilities for each child to play indoors and outdoors. The indoor environment of each room was laid out in defined interest areas. The equipment in each care room was tailored to the age group attending. For instance, in the baby room, a ball pit and pull along toys were available, while in Classroom three, an area had been set up to resemble an office to stimulate imaginative play. The outdoor area

Early Years Inspectorate Regulatory Report

Pre School

was also laid out with a range of developmentally appropriate toys and materials to offer stimulating and challenging opportunities for play and learning.

(b) Each care room was equipped with an established rest area consisting of soft matting and soft furnishings. Stackable beds were available for the children over two years. In addition, there were two designated sleep rooms, a baby sleep room with 9 cots, and a wobbler sleep room with 9 cots located off of each respective room.

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 main entrance had been secured, and this ensured no unauthorised entry to or exit from the service. Entry to the premises was by means of an electronic release button located at the manager's desk.
- All play equipment appeared to be in a clean state and of good repair.
- Heavy equipment and furniture had been anchored to prevent them falling onto a child.
- Cleaning materials were stored out of reach of children.
- The outdoor areas had been securely fenced to prevent unauthorised entry to or exit from the area.
- The children's bags and coats were stored safely off the floor.
- Low level doors and windows were fitted with visibility strips.
- Windows in each care room had been made safe to prevent children from exiting or falling.
- Blind cords in each care room had been secured.
- Highchairs in the baby room were in a good condition and had been fitted with safety harnesses.
- Low level storage cupboards were secured with child proof locks.
- The stairway was well lit and fitted with suitable handrails.
- Flexes and cables were observed to be out of reach of children.

Infection Control:

- Pedal operated bins were in use throughout the service.
- Staff were observed to sanitize tables prior to mealtimes.
- Each sanitary area was fitted with warm running water, liquid soap and paper towels.
- Perishable food was safely refrigerated.

Early Years Inspectorate Regulatory Report

Pre School

- Windows were open in the care rooms to aid natural ventilation.
- It was noted that children washed their hands when returning from outdoor play and from the bathrooms.
- There were detailed cleaning records available for the inspector to review.
- Dust pans and brushes were stored safely off the floor.
- Staff were observed to wear disposable gloves and aprons when changing nappies.
- Cots were fitted with mattress protectors to prevent the spread of infection.
- Nappy changing practices were observed to be in line with the policy of the service. Staff were observed to sanitize the mats after use, wash children's hands as well as their own and dispose of nappies safely.

Fire Safety:

- Fire doors were kept free and unobstructed.
- Wall tethered fire extinguishers were available in the care rooms.
- A fire evacuation plan was visible in each room.

Non-Compliance Information

General Safety:

1. The floor in the bathroom adjacent to Montessori three was quite wet following the children washing their hands. The inspector observed pools of water on the floor following the children washing their hands. This was not observed by staff members and posed a risk of falling to children. It is noted that when this was brought to the attention of management, it was dried up immediately.
2. The hallway at the bottom of Montessori three was accessible to children as the alarm on the door was not working. The hallway contained staff lockers and two large electronic units which were placed on top of a table. This posed a risk of injury to a child.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. In her written response, the registered provider stated that a new procedure in place which will ensure staff will be more proactive in their checking of the bathrooms.
2. The written response further detailed that the hallway had been cleared and a new alarm fitted on the door.

Early Years Inspectorate Regulatory Report

Pre School

Supporting documentation submitted

General Safety:

1. A new policy document which had been drawn up to ensure staff check the bathroom following use by children along with a checklist to ensure the safety of children.
2. Photographs of the clear hallway, a receipt for the purchase of a new alarm and a photograph of the alarm fitted to the door.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 23 has been adequately addressed.

Part VI - Safety

Regulation 24 - Checking in and out and record of attendance

(1) A registered provider shall ensure that each pre-school child attending the service is checked in and out of the service by an employee or an unpaid worker.

(3) A registered provider shall ensure that-

(a) no person other than-

(i) pre-school child attending the service,

(ii) a person dropping or collecting such a child,

(iii) an employee, or

(iv) an unpaid worker, can enter the premises without his or her entry being approved by an employee, and

(b) a daily record in writing is kept of the entry on the premises of any such person.

Compliance Information

(1) The person in charge ensured that each pre-school child attending the service was checked in and out of the service by an employee on the day of inspection. Electronic records were available to evidence this.

(3)

(a) The registered provider has ensured that any person other than an employee, a preschool child of a person dropping the child off cannot gain entry to the premises.

(b) The Inspector was asked to sign the visitors book on arrival, and it was evident that a record is kept of any such person who enters the service.

Early Years Inspectorate Regulatory Report

Pre School

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.

Compliance Information

1.

The registered provider has ensured that there are six adults trained in first aid response (FAR) and that at least one of these staff member was always accessible to the children. This was evidenced through the staff roster.

Part VI - Safety

Regulation 28 - Insurance

A registered provider shall ensure that the pre-school service is adequately insured.

Compliance Information

The registered provider ensured the service was insured, with insurance for 110 children valid until 27 March 2027. The records detailed the category of service covered, the name and address of the premises and details regarding public liability cover, fire, theft, buildings, and outings cover.