

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CW005
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Name of Service:	Askea Community Childcare Centre
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Address of Service:	Brownhill Road, Carlow, Co. Carlow
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Eircode:	R93 K152
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Name of Registered Provider:	Anne Bernadette Greene
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	15/08/2025
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No of pre-school children:	AM	44	PM	39
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Tusla Child & family Agency, Athy Road, Carlow.
Inspection undertaken by:	Norma Thornton
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).

Conditions if applicable	Not applicable.
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Description of service

Askea Community Childcare Centre is a registered childcare service situated in Carlow town. The service offers full day, part-time and sessional childcare services for children aged 1 to 6 years of age between the hours of 07:30 to 18:00 hours, Monday to Thursday and 07:30 to 17:00 hours on Friday.

The service is governed by a voluntary board of management.

There are two pre-school classrooms located on the ground floor of the service, each with a designated sleep room. There is also a designated kitchen area for the storage and preparation of food served in the service. On the first floor there are four pre-school classrooms and a school age classroom. On the day of inspection, two of the four pre-school classrooms on the first floor were in operation.

There are outdoor play areas onsite.

Staffing

There are currently 28 staff members employed in the service including a designated person in charge and two named deputy designated persons in charge. The registered provider board of management member do not work in the service.

All staff employed in the service to work directly with the children held qualifications in early childhood care and education ranging from Level 5 to Level 8 on the national Quality and Qualifications Ireland (QQI) framework.

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.

The inspection focused on assessment of compliance under regulations 9,10,11,15,19(1)(b), 23, 24, 27, 31, and 32.

A sampling process was used to assess compliance under regulations 15, 19(1)(b) 23, 24,27,31 and 32.

As a result, the scope of the inspection included the four preschool classrooms in operation on the day of inspection.

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

This inspection was triggered by receipt of information submitted to the Inspectorate.

Acknowledgments

The inspector wishes to acknowledge the cooperation of the registered provider, deputy designated persons 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.

Compliance Information

(1)(a) One of the two named deputy designated persons in charge was onsite on the inspector's arrival at the service. A second named deputy designated person in charge was onsite from 11:00 hours.

(b) The staff roster demonstrated that there was always the designated person in charge or a named deputy designated person in charge onsite while the service was in operation.

- (c) A clear visual outline of the management of the structure in the service was displayed in the service, identifying the lines of authority, accountability, the roles, and responsibilities of individual staff members in the service.
- (2) Staff files for 28 staff members, and files for the registered provider and a board of management member were reviewed by the inspector.
- (a)(b) Two validated references were available on file for each staff member, from either a past employer or from a reputable source.
- (c) Garda vetting certificates were available on file, for each staff member employed in the service, for the registered provider and additional board of management member. The registered provider demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
- (d) Police vetting disclosure certificates were on file for 14 staff members employed in the service, who had lived outside of the state for a period of longer than six months.
- (4) Certificates of qualifications were available for inspection, for each staff member, who as part of their role were working directly with the children, demonstrating that each staff member held at least a minimum Level 5 to Level 8 qualification in early childhood care and education on the national QQI Framework.

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 review of the service's policies the inspector was assured that the registered provider ensured that all required documents specified in Schedule 5, were available in the service and were communicated to the staff as part of their induction process on commencing employment in the service, with annual reviews and revisions taking place as appropriate.

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) Throughout the inspection, there was an adequate number of staff members working directly with the children attending the service.

(2) The following adult to child ratios were observed in each of the four preschool classrooms that were in operation during the inspection.

Wobbler Classroom - There were 6 pre-school children aged 1 to 2 years of age present for the day with 3 staff members directly caring for them.

Toddler Room – There were 9 pre-school children aged 2 years to 2 years and 8 months present in the morning with 3 staff members directly caring for them and in the afternoon 8 pre-school children remained with 2 staff members directly caring for the children.

Busy Bees Room- In the morning 16 pre-school children aged 3 years to 4.5 years were directly cared for by 3 staff members and in the afternoon, 12 children remained with 2 staff members directly caring for them.

Ladybird Room- Throughout the inspection there were 13 pre-school children aged 3 to 4.5 years directly cared for by 4 staff members in the morning and 2 staff members in the afternoon.

(8)(a) On review of the staff roster and in discussion with the staff the inspector was assured that there were always at least two adults on the premises while children were in attendance in the service.

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-

- (a) a parent or guardian of a pre-school child but only in respect of the record relating to that child,*
- (b) an employee who is authorised in that behalf by the registered provider, and*
- (c) an authorised person.*

Compliance Information

(1)(a) to (i) On review of a sample of 12 registration records of pre-school children attending the service, the inspector observed that records of the particulars (a) to (i) were maintained for each child.

(3) The above records were available on the premises for inspection.

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-

(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

Compliance Information

(1)(b) Throughout the inspection the inspector observed that the staff were responsive and caring towards the children in attendance appropriate to the age and needs of the child.

Basic Care Needs.

The service had a designated kitchen for the storage and preparation of meals onsite. Staff informed the inspector that all children arriving to the service have breakfast in the morning with a choice of cereals, toast and milk. Staff reported that children attending the early childhood care and education (ECCE) bring their snacks from home, of which perishable food items are refrigerated.

Children attending part-time and full day care childcare services are provided with all meals on site. At 10:00 hours children were observed being provided with a snack of apple slices, pineapple pieces, carrot sticks, toast and water. The inspector observed that staff ensured that the children in their care were catered for regarding the food presentation, ensuring that it was appropriate for the children's developmental abilities and ensuring that special dietary requirements were provided for and adhered to.

Staff informed the inspector that as part of their healthy eating policy, they did encourage celebrating children's birthdays however only with cakes that contained a specific list of ingredients.

Staff were very aware of individual children's allergies and ensured that no food items with allergens that they had been informed of in relation to certain children were permitted onsite.

As part of the service's healthy eating policy, a three-week menu plan for the main dinner meal and teal meal had been devised.

The dinner menu offered a variety of meals which included beef casserole/ bacon and cabbage/chicken casserole/fish fingers and mashed potatoes, chicken curry/ chilli con carne and boiled rice, shepherd's pie, spaghetti bolognese, one pot chicken, tuna pasta bake, lasagne, all with a selection of vegetables.

The evening meal included options such as pesto pasta and grated cheese, savoury vegetable rice, toasted ham and cheese sandwiches, boiled eggs and brown bread, beans and waffles, barbeques chicken breasts, vegetable omelette/ soup/noodle stir fry and a garlic cheese and potato bake.

Staff informed the inspector that if a child did not like what the daily menu offered, there was always other ingredients of food items that could be offered.

In each of the classrooms, there was a drinking station where children had access to a constant supply of fresh drinking water or could access their own individual drinking bottles or beakers. In the wobbler room each child's drinking beaker was individually labelled with the child's name and the staff were observed to ensure each child had their drinking beaker at mealtimes and were observed to frequently offer the young children opportunities to take a drink throughout the day.

The staff were observed to respond and cater for each child's needs promptly while continuously engaging in play and conversations with them.

Young children who demonstrated cues of tiredness were catered for according to their individual sleep needs.

There was evidence that staff had worked in partnership with parents and had each individual child's usual sleep times recorded but also were observed to be flexible with the nap times if a child was demonstrating cues of tiredness.

As children were brought for naps, nappy changes or the older children were supported with toileting or other care needs, staff were observed to be naturally engaged in general conversation with each child while also preparing them for what care task was about to take place, ensuring that the child knew what was planned, for example staff explained to a child that they were going to remove their outer clothes so that they would be more comfortable and cool while they had their nap.

Each child in the wobbler room had their own designated cot, which was individually labelled, each prepared with fresh fitted sheets and cellular blankets if required. Individual children's sleep plans were attached to each child's cot.

During activities staff were engaged in what the children were interested in and ensured that any emergent interests were catered for such as the older children requesting to paint and create with boxes that equipment been delivered in.

At drop off and collection times parents were observed conversing with the staff regarding their child's night or day ensuring that each other was aware of how the child was. Parents were also afforded the opportunities to observe their child's work and the physical environments that they spent their time in while at the childcare service. Care plans were in place for individual children with additional medical needs.

The service promotes parents and guardians' involvement in the service and works in partnership with parents in ensuring their child's daily activities and cares are communicated and information is shared openly on the service's website in relation to service policies and in the parent's handbook and monthly newsletter.

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 service was secured at the main entrance with a locked door and can only be unlocked by the staff member at reception when allowing parents/ guardians with children / authorised persons in.

This allows parents/guardians access to the main reception waiting area, where there is reception desk, manager's office, toilet and large seating area. The next door which allows entry to the corridor and classrooms on the ground floor requires a keypad code to gain entry and can also only be unlocked by a staff member.

There is only one pathway of entry and exit from the building.

The outdoor play areas are secured with a brick wall and high fence.

Infection Control:

There was an adequate number of toilet and nappy changing facilities provided throughout the service to meet the needs of the children in attendance.

Each toilet unit had child height handwash basins, supplied with liquid hand soap and paper towelling, which the children could easily access and use.

Just inside the side exit door to the outdoor play area there were toilet and handwashing facilities available for children to use while playing outside.

The older children were observed to use the toilet and hand washing facilities independently, while staff supported and assisted the younger children as needed. Staff were always present in the corridor to ensure children returned to the outdoor play area after using the toilet and handwashing facilities.

Staff were observed to support and prompt the children to wash their hands correctly if needed after using the toilet, post nappy-changing, after messy and outdoor play, and before snack times.

Staff were observed to carry out nappy changing procedures in line with the service's nappy changing policy and in adherence with the service's hand washing and infection control policy.

Administration of Medication:

Staff were well informed of their responsibilities and procedures for safe administration of any medication to children in the service. Staff assured the inspector and demonstrated that child centred care plans were on record and available to staff for any child prescribed with specialised medication for diagnosed medical conditions. Staff

were also reassuring in the knowledge they demonstrated regarding administration of anti-febrile medication to children with high temperatures in accordance with the service's administration of medication policy.

Safe Sleep:

There was a designated sleep room containing 10 standard cots directly adjacent to the wobbler room and a second designated sleep room with stackable beds adjacent to the toddler room. The inspector observed staff members to ensure all safe sleep practices were carried out and recorded on each sleeping child in accordance with the service's safe sleep policy. A sleeping child's colour, sleep position and breathing were recorded every ten minutes.

Non-Compliance Information

General Safety:

The collection of children was inadequately supervised by staff to prevent a child leaving unnoticed when other families were departing the service. Some practices observed did not align with the service policy on drop off and collection of children.

1. Due to only one entry and exit pathway being available in the service for the collection of pre-school children, the volume of persons entering the service at a time necessitates vigilant supervision and observation.
2. On the day of inspection, the children from the senior pre-school rooms on the first floor were in the outdoor play area which is accessed through a side door on the ground floor.

On four occasions, the inspector observed more than one child being collected at a time from the outdoor area. The inspector observed parents arriving to the door of the outdoor play area, taking their child, waving goodbye to the childcare staff and leaving, without making direct contact with the appropriate member of staff as is instructed by the service's drop off and collection policy.

3. The inspector also observed that as several parents / guardians arrived together at the exit door of the outdoor play area, they stood with the door ajar, increasing the risk of a child getting out onto the inside corridor unnoticed. The service's drop-off and collection policy states "staff and parent/guardian must ensure that the room door is closed behind them as they enter/ exit the room. Under no circumstances should a door be held open by an adult or child other than for the purpose of entering or exiting the room or building."

The inspector observed that staff did not intervene when they saw parents/ guardians standing with the door to the outdoor area ajar or did not call to parents to wait for handover as is directed in the service's drop off and collection policy.

4. The exit switches located inside both exit doors were at a level which could be reached by children. The inspector also observed parents/guardians lifting their children to press the exit switch therefore alerting them to their presence and increasing the risk of a child exiting the service unsupervised.
5. The inspector observed on several occasions that the staff member at reception released the exit switch from another switch, inside the reception area, therefore reducing an element of control over who is exiting the building.
6. The inspector found that inadequate risk management had been implemented in the aftermath of an incident in the service. While the registered provider had established causal factors for the incident and put some measures in place in the aftermath, these were not adequate to mitigate against the risk.

Action submitted by the Registered Provider

Corrective & Preventive Action

The registered provider and director of services / designated person in charge have submitted the following corrective and preventive actions.

General Safety:

All staff were issued with an updated Drop off and Collection Policy on 28/08/2025 and provided with time to read, understand and discuss questions.

Staff meetings were conducted with educators, administration and ancillary staff, by management to address non-compliance feedback from Early Years Inspectorate Regulatory Report from 26/09/2025 to 01/10/2025. Staff were reminded of the importance of maintaining policy and procedures standards of the service and to support parents in their adherence to service policies and procedures. The purpose of this is to in-still awareness and respect for the safety and welfare of all children. Reception staff were alerted to the danger of releasing the door lock for people exiting through the front door.

All staff were issued with an updated Drop off and Collection Policy on 30/09/2025. Staff were provided with time to read and understand the procedures and discuss questions or concerns.

Refer to attached copy of revised Drop off and Collection Policy 01/10/2025.

This policy provides changes to how children will transition during drop off and collection e.g. times when to expect children to be in their rooms and when they will be outdoors, how all adults should respect the safety and wellbeing of all children at all times, highlighting the importance of parents and staff making direct contact at each drop off and collection before they leave.

The updated policy was provided to parents on 29/08/2025 and another amended Drop off and Collection Policy on 01/10/2025 to inform them of changes and responsibilities during drop off and collection of all children. Parents were asked to share the information within the policy to people they may authorise to collect their children. See attached copies of policies and communication emails to parents.

The timetable for use of the playground has been amended to reduce the use of playgrounds during periods of high volume of the drop off and collection of children. See Outdoor Policy attached.

Our security provider was contacted to discuss necessary changes to switches and updating securing exit doors. Works were approved on 23/09/2025. The works will facilitate the movement of door release switches to a higher level out of children's reach. The upgrade of an existing outdoor intercom system from playground (beside back door) to reception. See copies of security provider's reports attached.

The Director of Services was not onsite during week 11/08/2025 due to annual leave. Management and B.O.M. had identified a need to recruit a Childcare Manager to support the quality provision in our service for children, parents, staff and management. The position was advertised in late July 2025 and a Childcare Manager commenced employment on 22.09.2025. See copy of communication email to parents on 23.09.2025.

Supporting documentation submitted

General Safety:

Copy of revised Drop off and Collection Policy.

Copy of communicated emails to parents regarding revised drop off and collection policy and procedures.

Copy of revised Outdoor Play Policy.

Copy of revised Transitions Policy.

Copy of Safety Risk Assessment.

Copy of proposed security works report to be carried out.

Summary Comment

The actions submitted are appropriate to address the non-compliances. The implementation of these actions will be reviewed on next inspection.

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.

(4) A registered provider shall ensure that a record in writing referred to in paragraph (3)(b) is retained for a period of one year from the date to which it relates.

Compliance Information

(3)(a)(b) The staff ensured that no other person other than a pre-school child, person dropping or collecting a child, employee or unpaid worker could enter the premises without their entry being approved by an employee. All authorised visitors to the service were required to record the date of entry, their name, contact number, reason for entry, check in and out times on the visitors record book located at the main entrance. On arrival to the service the inspector was requested to record the requested details.

(4) The inspector observed that the record of all authorised visitors to the service was recorded for a period of longer than one year.

Non-Compliance Information

(1) While staff ensured that children were checked in on arrival, there were some risks observed with the checking out of children on departure from the outdoor area. This is reported on under regulation 23.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The registered provider and director of services/ designated person in charge have submitted the following actions.

Staff meetings were conducted with educators, administration and ancillary staff, by management to address non-compliance feedback from Early Years Inspectorate Regulatory Report from 26/09/2025 to 01/10/2025.

The changes to our outdoor playground time table will support staff to be readably available to sign children in and out, as they arrive or leave while staff continue to engage and supervise children.

The requirement to maintain a minimum charge of 60% on iPads will ensure their function for staff to maintain accurate attendance records at all times, in both the indoor and outdoor environments.

Supporting documentation submitted

Copy of amended Drop off and Collection Policy 01/10/2025.

Copy of amended Outdoor Play Policy.

Summary Comment

The actions submitted are appropriate to address the non-compliances. The implementation of these actions will be reviewed on next inspection.

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

Throughout the inspection the inspector observed that there was an adequate number of staff present with each classroom of children. There were staff rostered who were surplus to the adult to child ratios to ensure that adequate staff provision was present in the service during staff breaks and when extra help was required in certain areas of the service. A key worker system in each classroom ensured that children were assigned to a certain staff member for the purpose of forming positive relationships, developing trust, monitoring developmental progress and ensuring effective communication with parents.

Non-Compliance Information

(1) While the inspector observed that staff supervised the children in their care primarily by direct supervision with staff scanning the classroom or outdoor area at intervals, taking mental note of the activities and presence of each child in their care, the inspector observed that at collection time staff were not managing the collection of children effectively in line with the service’s drop off and collection policy. This is reported on under regulation 23.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The registered provider and director of services/ designated person in charge have submitted the following actions.

Staff meetings were conducted with educators, administration and ancillary staff, by management to address non-compliance feedback from Early Years Inspectorate Regulatory Report from 26/09/2025 to 01/10/2025. Staff

were reminded of the importance of maintaining policy and procedures standards of the service and to support parents in their adherence to service policies and procedures. The purpose of this is to in-still awareness and respect for the safety and welfare of children.

All staff were issued with an updated Drop off and Collection Policy on 30/09/2025. Staff were provided with time to read and understand the procedures and discuss questions or concerns. See Drop Off and Collection Policy 01/10/2025. This policy provides changes to how children will transition during drop off and collection e.g. times when to expect children to be in their rooms and when they will be outdoors, how all adults should respect the safety and wellbeing of all children at all times, highlighting the importance of parents and staff making direct contact at each drop off and collection before they leave.

The time table for use of the playground has been amended to reduce the use of playgrounds during periods of high volume of the drop off and collection of children. See Outdoor Policy.

The appointment of a Childcare Manager on 22/09/2025 will support children, parents, staff and management in the quality supervision of children always.

Supporting documentation submitted

Copy of amended Drop off and Collection Policy 29/08/2025.

Copy of emails to parents with amended policy.

Copy of amended Drop off and Collection Policy 01/10/2025.

Copy of amended Outdoor Pay Policy.

Copy of amended Transitions Policy.

Copy of email to parents 23/09/2025 childcare Manager.

Summary Comment

The actions submitted are appropriate to address the non-compliances. The implementation of these actions will be reviewed on next inspection.

Part VIII - Notifications and Complaints

Regulation 31 - Notification of incidents

A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:

- (a) the death of a pre-school child while attending the service, including the death of a child in hospital following his or her transfer to hospital from the service;*
- (b) the diagnosis of a pre-school child attending the service, an employee, unpaid worker, contractor or other person working in the service as suffering from an infectious disease within the meaning of the Infectious Diseases Regulations 1981 (S.I. No. 390 of 1981);*
- (c) an incident that occurs in the service and that results in the service being closed for any length of time;*
- (d) a serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise;*
- (e) an incident in respect of which a pre-school child attending the service goes missing while attending the service.*

Compliance Information

(a) to (e) On review of notification of incidents retained in on file in the service, the records available for inspection aligned to the records received by the notification of incidents department in the inspectorate. On speaking with the deputy designated person in charge, the inspector was assured that both managers were well informed in relation to their responsibilities in notifying any of the above the afore mentioned incidents to the Early Years Inspectorate.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

- (1) A registered provider shall ensure that the complaints policy of the service specifies-
- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
 - (b) the manner in which such a complaint shall be dealt with, and
 - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.
- (2) A registered provider shall ensure that-
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
 - (b) the complaint is duly dealt with in accordance with the provider's complaints policy.
- (3) A record in writing referred to in paragraph (2)(a) shall-
- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and
 - (b) be open to inspection on the premises by an authorised person.

Compliance Information

- (1) On review of the service's complaints policy, the inspector observed that procedures (a) to (c) were clearly outlined.
- (2) On review of a sample of complaints the inspector observed that the complaints were managed in accordance with the procedures outlined in the service's complaints policy.
- (3) Complaint files were maintained in the service with records of management processes in accordance to the service's complaints policy and were available for the inspector to review.