

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier: TU2015DL030

Name of Service: Craobhin Áis Cúram Páistí

Address of Service: Currin, An Tearmann, Co. Donegal

Eircode: F92 TY09

Name of Registered Provider: Michael McBride

Service type: Full Day

Date of Inspection: 18/09/2025

No of pre-school children:	AM	34	PM	29
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Address of the Early Years Inspectorate: Early Years Inspectorate,
TUSLA Child & Family Agency,
Markievicz House,
Barrack St, Sligo,
F91 XC84

Inspection undertaken by: S. Killeen & K. Folan

Title: Early Years Inspectors

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

Description of service

Craoibhin Áis Cúram Páistí is a not-for-profit childcare service which is registered to operate from 8.00am-6.00pm each weekday the service offers full day, part time and sessional preschool care to children aged 0-6 years. The service is also registered to provide school age care.

The service is situated within a purpose-built community and enterprise centre in a rural area near the village of Termon in County Donegal. The service occupies part of the ground floor section of the centre which contains two playrooms, a third care room is located at the other side of the building. There is a sleep room, kitchen and relevant ancillary facilities on the premises. Two playrooms have a small outdoor play area immediately off the rooms and a more expansive play area along one side of the building. Children also have access to an indoor sports hall within the centre.

Staffing

A total of 18 adults are employed to work in the service, 12 of which were present on the day of inspection. This included ten adults working directly with children, one office manager and one member of kitchen staff. The registered provider is not on the premises on a daily basis; there is a named person in charge and a named deputy.

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 an examination of compliance under regulations 9,11,16,19,23,25,27,29 and 31 These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation record in relation to a preschool child regulation 16 (d) (l),(k) in all the care rooms.

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

1. This inspection was unannounced and was triggered by a notification from Feedback and Concerns Early Years Inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the 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,

(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)

The registered provider ensured that:

- a) There was a designated person in charge and a named adult to deputise in their absence.
- b) The designated person in charge was available on the premises throughout the period of inspection.
- c) There was 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.

(2)

On the most recent inspection dated the 13/03/2025 , 18 staff files were reviewed and satisfactory.

It was advised by the person in charge that three new staff had commenced in the service since the inspection conducted on 13/03/2025.

The three files were reviewed

- (a) Five written references from past employers for three of the adults.
- (b) One written and validated reference from a reputable source for one of the adults.
- (c) Garda vetting disclosures had been obtained for three adults. The service also demonstrate compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(4)
Three of the adult files reviewed, evidenced they held a major award at level 5 or above in early childhood care and education on the national qualification framework, or qualifications deemed by the Department of Children, Disability and Equality (DCDE) to meet the regulatory requirement.

Non-Compliance Information

The following vetting information was not available:

- (a) One written reference from a past employer was not validated.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

I contacted the previous employer to confirm the accuracy of the reference details originally provided, and I've now updated the employee's records accordingly. A structured, step-by-step process for reference validation has been established. This includes direct contact with previous employers via phone or email to confirm details. Additionally, both the Deputy Manager and Manager are now required to jointly review and verify all employee references to ensure accuracy and consistency.

Supporting documentation submitted

Validated reference was from past employee sent in.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 9(2) has been adequately addressed.

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)
On the day of inspection, there was an adequate number of adults working directly with the preschool children attending the service.

(2)
The minimum ratio of adults to children was maintained at all times throughout the inspection.
On the morning of the inspection ten adults cared for 34 children aged between eight months and five years.

Ón the morning of the inspection:

- In Naíonra Mor, two adults cared for 13 children aged 3-5 years old.
- In Naíonra Beag, one adult cared for seven children aged 3-4 years old.
- In the toddler room, four adults cared for seven children aged between 2- 3 years old.
- In the waddler room, one adult cared for four children aged between 18 months and 2 years old.
- In the baby room, 2 adults cared for 3 babies aged 8 months to 1 year old.

In the afternoon :

- Naíonra Mor combined with Naíonra Beag and four adults cared for 15 children aged 3-5 years old.

- In the toddler room, three adults cared for seven children aged between 2- 3 years old.
- In the waddler room, one adult cared for four children aged between 18 months and 2 years old.
- In the baby room, one adult cared for three babies aged 8 months to 1 year old.

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:

- Each of the playrooms was well organised, with a designated library area available for the children. The baby, wobbler, and toddler room was thoughtfully sectioned into three distinct areas using child safety gates. Defined interest areas were in place, featuring open, low-level shelving that enabled children to independently select toys and materials. On the day of inspection, children were observed self-directing their play and engaging with a variety of resources.
- The Naíonra Beag and Naíonra Mhór rooms were laid out with clearly defined interest areas appropriate for older children, supporting age-appropriate learning and development.
- Across all rooms, soft furnishings were provided, creating a comfortable and inviting environment. Children were observed relaxing and reading books during playtime, demonstrating a sense of ease and engagement with their surroundings.
- Children's artwork was displayed on the walls, contributing to a visually stimulating and child-centred space. An "All About Me" area featured photographs of the children, enhancing their sense of identity and belonging. In the baby area, staff were observed engaging with babies by showing them pictures of themselves and their family members at the family tree mural, supporting emotional development and connection.
- Food was prepared on-site and was observed to be nutritionally balanced and varied. A menu plan was available for review. On the day of inspection, a hot meal consisting of potatoes, gammon, carrots, and gravy was served to the preschool children in the afternoon. Water and milk were provided during mealtimes

- During meals, the staff member set at the tables and engaged in social conversations with the children which promoted a relaxed atmosphere. Some staff members were observed sitting at the children's level when assisting the younger children to feed themselves. Children size tables and chairs were available for the children during play and mealtimes.
- Children were brought to the toilet as needed and were assisted by the staff appropriate to their age and stage of development. Nappy changing was conducted regularly and promptly when required as observed by the inspector on the day. staff members were observed speaking to children during this time and using it as an opportunity for one-to-one interaction.
- Staff showed the inspector on the software technology application how they update the child's profile when they have been changed so the parents and the service have a record.
- Child friendly hand washing posters were placed in the toilets to promote correct hand washing. Good general hygiene practises were observed, and staff supervise children when they washed their hands to ensure that this was effectively carried out.
- Bibs and aprons were available to the children for messy play activities. Spare clothes/wet gear were available if the children required a change of clothing and were stored in individual plastic boxes outside their room with their photography on them.
- The staff present were observed to be consistent and positive in their interactions with the children. Positive behaviour was encouraged as the staff rewarded good behaviour and children's efforts with praise and acknowledgment. Children were alerted well in advance of transition to new activities such as snack break, tidy up time and outside play.
- The individual sleep needs of the younger children were met on the day of the inspection; standard cots were provided for children under 2 years of age well stackable floor beds were provided for children over the age of two. White noise was playing to relax the children in the rooms before sleep, and the sleep routine was observed to be calm.

Supporting Relationship:

- The staff present were observed to be consistent and positive in their interactions with the children. Positive behaviour was encouraged as the staff rewarded good behaviour and children's efforts with praise and acknowledgment. Children were alerted well in advance of transition to new activities such as snack break, tidy up time and outside play.
- The same staff members were present each day in the service which ensured that the children were familiar with the adults caring for them.

- staff were attentive and caring in their approach and interacted with the children at their level and kept up the flow of conversation with them throughout the session children were actively listened to and praised and encouraged meant was offered to each child as they engage in different activities.
- Good teamwork was observed and staff worked well together and LinkedIn with each other and share the workload between them.
- Children were offered a sense of belonging through the provision of individually named places for their belonging personal belongings and by displays of artwork and photos of each child with their families.
- Children were enabled to engage positively with each other and were encouraged to be helpful, to take turns and share play resources with other children.
- Children's language, development and communication skills were supported through the positive interactions an ongoing conversation observed during the session and throughout storytelling, music and nursery rhymes that formed part of their play routine. The changing themes in the curriculum provided opportunities for the children to increase their vocabulary and expand their language.
- Children were regularly praised and encouraged throughout the day which helped them to be confident and willing to communicate their ideas and to ask questions.
- Staff and parents work in partnership with the service. The service uses a software technology application to provide information to parents with real time information. Staff members can record on the app the children's sleep activities, food intake, nappy changes and any observations throughout the day. Staff also advised the inspector that at pick up and drop off they can verbally communicate with parents if necessary.

Physical and material environment.

- There were dedicated interest areas in each of the rooms which offers stimulation, exploration, and imagination, all materials were positioned at an accessible level on open shelving which nurtured independence, facilitated choice, and encouraged curiosity, spontaneous play, and movement.
- The toddler wobble baby rooms also included a role play kitchen which included pots and pans, a construction area with cars, tractors and trucks. There was a dress up area with lots of different costumes for imaginary play.
- The baby room had soft matting, mobiles and murals for the younger babies. Colourful materials were hanging from the ceiling to attract the eye and assist the younger babies to focus during floor play.

- The outdoor play areas provided an alternative change of environment for the children. Staff informed the inspectors that children go outdoors to play daily. A timetable is displayed in each room for outdoor play, outlining the scheduled play times for the various preschool groups.
- There were three fully enclosed outdoor area to include slides, swings, playhouses, ride on bikes and balancing beams. There was a large enclosed astro pitch and a large indoor hall that the children were seen utilising on the day of inspection.
- An adult armchair was provided in the baby area to allow the staff working with the babies to sit and feed, cradle and comfort the younger children.

Non-Compliance Information

1. The privacy and dignity of some babies was not adequately respected during nappy changing routines. On the day of inspection, babies were observed being changed on a changing unit in the bathroom without any partition in place, while other children entered the bathroom to wash their hands, resulting in the nappy changing process being visible to them.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The registered provider has positioned the baby changing unit within a designated cubicle. This arrangement ensures privacy for children during nappy changing routines and supports the promotion of dignity and respect in care practices.

Supporting documentation submitted

Photographic evidence of new Nappy changing area.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 19 (a) has been adequately addressed.

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:

- (d) the type of care or programme provided in the service;*
- (i) details of staff rosters on a daily basis;*
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;*
- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

Compliance Information

The registered provider ensured that a record in writing was kept of the following information in relation to the service:

- (d) the type of care or programme provided in the service.
- (i) details of staff rosters on a daily basis.
- (k) details of any accident, injury or incident involving a pre-school child attending the service

Part IV – Information and Records

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:

- On arrival to the service the external doors were secure to prevent an unauthorised person entering the service and children from exiting the service unnoticed.
- A buzzer system was in place to facilitate admission to the service. All internal doors were appropriately secured to prevent children accessing unsafe areas.
- Exit routes in all the playrooms were free from any obstruction.
- Warm running water was available for hand washing at a temperature below 43°C.
- Cleaning products and equipment were stored out of the reach of children.

- Highchairs within the baby room were fitted with a 5-point safety harness and were in good state of repair.
- The outdoor area was secured with tall wooden fencing and a bolted gate.
- The kitchen was not accessible to any of the preschool children on the day of the inspection.
- Cleaning Schedules were in place and reviewed.

Infection Control:

- The materials and resources throughout the service were visually clean.
- Tables and highchairs were observed to be cleaned prior to and after mealtimes in both care rooms.
- There was adequate handwashing facilities provided throughout the service with warm water, liquid soap and paper towels. Older children were observed to wash their hands with support, before snacks, meals and after nappy changing.
- Aprons and gloves were available and observed in use by staff when changing of a child was required. The staff were observed disinfecting the nappy changing area after each child was changed.
- The sanitary facilities were observed to be ventilated by openable windows and were observed to be kept maintained and clean.
- Soap was readily available to children to wash their hands prior to eating, after both toileting and nappy changes. Handwashing was supervised by the adults to ensure all hands were cleaned effectively.

Administration of Medication:

- When interviewed, staff were aware of their responsibilities for the safe administration of medication. No medication was administered on the day of inspection.

Safe Sleep:

- The service had a designated sleep room with appropriate cots available to children.
- Sleep checks were observed to occur every ten minutes.
- The Sleep room temperature was recorded at 17.6 °C on the day of inspection, within the acceptable range of *16 to 20°C. (for under 12 mths) *18 to 22°C (for over 12mths)

Fire Safety:

- Fire doors were observed to be unobstructed throughout the service.
- Fire evacuation procedures were clearly displayed in the care rooms.
- Fire extinguishers were on the premises and easily accessible.

Non-Compliance Information

General Safety:

- (1) On the day of the incident notified to Tusla, the slide appeared to be of a size not suitable for younger children.
- (2) Contrary to the service policy on Accident prevention which states that “Only suitable and age-appropriate objects are available to children”, a child had access to play equipment which was not suitable for the age and stage of the child resulting in the child becoming injured.
- (3) Outdoor risk assessments were present on the day of inspection but had not been filled out. The person in charge informed inspectors that the assessments are carried out but not documented.
- (4) A toy phone in the Naíonra beag room was observed to be broken, with sharp edges exposed on the side, posing a potential safety risk to children.
- (5) A blind cord was unrestricted in Naoinra beag. It is acknowledged that the cord was out of reach of the children.

Infection Control:

- (6) There was a swing top bin in Naoinra Mor boy’s sanitary accommodation, which meant that preschool children had access to the waste, causing an infection control issue.
- (7) In Naoinra Mor girls’ sanitary accommodation an open top bin was present for the disposal of waste, posing an infection control risk to children.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

- (1) The service responded swiftly by restricting access to the slide, reviewing equipment for age-appropriateness, and installing clear signage. Staff were updated on safety standards, and ongoing measures include physical barriers, active supervision, and regular equipment checks to ensure safe play for younger children
- (2) The service addressed the incident by reviewing its accident prevention policy with staff, auditing all play equipment for age-appropriateness, and installing clear signage. To prevent recurrence, routine equipment inspections, ongoing staff meetings, visible age-range signage, and a system for reporting unsuitable equipment have been implemented, fostering a strong culture of safety awareness.
- (3) The existing outdoor risk assessments will be completed and updated immediately to ensure all hazards are documented. Staff will be briefed on the importance of documentation. To prevent recurrence, a standardized risk assessment template will be implemented, staff will receive training on its use, and

assessments will be scheduled regularly. A designated supervisor will monitor compliance and maintain records.

- (4) The broken toy phone with exposed sharp edges has been removed from the Naíonra Beag room. The toy will be replaced, and all other toys will be inspected for safety. A routine inspection schedule will be established to monitor toys and equipment regularly. Damaged items will be repaired or disposed of immediately, and staff will be trained to identify hazards to ensure ongoing safety.
- (5) The unrestricted blind cord has been secured immediately to prevent any risk. All other window coverings have been checked to ensure cords are out of reach of children. Regular inspections and staff training will be conducted to maintain a safe environment.

Infection Control:

- (6) The open top bin was removed immediately and peddle bins were installed. Regular checks will be carried out in all rooms to ensure all bins are peddle bins and not a risk of infection control.
- (7) The swing top bin were removed immediately and peddle bins were installed. Regular checks will be carried out in all rooms to ensure all bins are peddle bins and not a risk of infection control.

Supporting documentation submitted

General Safety:

- (1) No Evidence submitted
- (2) No Evidence Submitted.
- (3) Evidence of completed outdoor Risk assessment.
- (4) Photographic evidence of blind cord in Naoinra beag fixed.

Infection Control:

- (5) Photographic evidence of new foot operated bins in Naoinra Mor boys.
- (6) Photographic evidence of new foot operated bins in Naoinra Mor girls.

Summary Comment

The inspector has reviewed the actions and evidence submitted. Points (1) and (2) will be checked on the next inspection. The non-compliances (3) to (7) identified under Regulation 23 have been adequately addressed.

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.

(2) A registered provider shall ensure that a suitably equipped first aid box for children-

(a) is safely stored in an easily accessible and conspicuous position on the premises, and

(b) is available to the children attending the pre-school service at all times.

Compliance Information

(1)

There was one staff member immediately available at all times with first aid for the preschool children.

(2)

(a) There was a first aid box stored in easily accessible and clearly labelled in the service.

Non-Compliance Information

(b) The first aid boxes were found to be inadequately stocked. Additionally, a portion of the contents had passed their expiry dates, rendering them unsuitable for use in the event of an emergency.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

All first aid boxes were checked and all out of date items were disposed of safely. Staff were updated on how important it is if anything is used to ensure it is replaced. A regular check on all first aid boxes will be carried out. Spare first aid boxes will be stored in our utility room where all staff will have access to them. Regular checks will be carried out to ensure that all items are in date and replaced if necessary.

Supporting documentation submitted

Photographic evidence of new First aid boxes and its location.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 25 has been adequately addressed.

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

- On the day of the inspection in the outdoor play area children were supervised mainly by sight as the adults caring for them positioned themselves to ensure all children were in view. In the care rooms where adults worked in teams, they were observed to communicate well ensuring that all children could be always supervised. Staff were observed completing ten-minute checks on the children when they were sleeping.
- During Mealtimes were observed to be a pleasant experience for children, where the adults sat beside the children encouraging to try meals and offering support if children required assistance.

Non-Compliance Information

- (1) While it is acknowledged that there was appropriate supervision on the day of inspection, on the day of the incident reported to Tusla, there was not careful supervision for the age and development of children to ensure the child's safety in an area

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

We immediately reinforced supervision protocols with all staff and conducted targeted training to address the incident. A temporary supervision checklist was introduced to ensure consistent monitoring until full compliance is achieved. Preventive measures now in place include mandatory completion and review of supervision checklists, maintaining active supervision—especially during high-risk activities—with staff remaining within arm's reach of children under 3, and conducting regular environmental safety inspections. Appropriate staffing ratios (e.g., 1:3 for children under 2) are upheld at all times, including during transitions and outdoor play. Supervisors carry out routine audits to ensure compliance, and ongoing staff meetings reinforce the importance of vigilant supervision to minimize risks and uphold the highest standards of care.

Supporting documentation submitted

Copy of new checklist submitted.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 27 has been adequately addressed.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

- (a) of sound and stable structure,*
- (b) safe and secure,*
- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities.*

Compliance Information

- (a) The service was maintained in an appropriate and adequate state of repair.*
- (b) The entrance into the service and the outdoor play area were adequately secured to prevent a child exiting and an unauthorised person entering the premises.*
- (c) The playrooms were adequately lit, ventilated, and heated.*
- (d) The premises was maintained in a clean and hygienic condition.*
- (e) The sanitary facilities were adequate for the needs and requirements of the children attending the service.*

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:

- (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;*

Non-Compliance Information

1. The service did not notify Tusla of an incident involving injury to a child while attending the service within the required timeframe of three working days from becoming aware of the incident.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The service has updated its incident reporting procedures to ensure timely notification to Tusla, with staff re-briefed on the three-day requirement. A designated person now oversees reporting, supported by regular audits and staff training to maintain compliance and strengthen child safety and transparency

Supporting documentation submitted

No Evidence submitted.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 31 has been adequately addressed.

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.

Compliance Information

(1) (a) (b) (c)

The service had a complaints policy in place that was made available to the inspectors on the day. This policy outlined the services response to all complaints received to the service. The policy outlines how to make a complaint, the procedure the service follows and how the complainant is kept up to date with the outcome of the investigation.

Non-Compliance Information

(2)(a) (b)

The service did not demonstrate compliance with their complaints policy as follows:

- There was no complaints file available in the service on the day. The person in charge confirmed that a verbal complaint had been received by the service however there was no record of this complaint or the investigation into this complaint.
- A complaint received by the service verbally and submitted to the inspectorate was not recorded or investigated at the time of the inspection.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The service has streamlined its complaints procedures by establishing an accessible complaints file and implementing a log to track the receipt, investigation, and resolution of all complaints. Designated staff oversee the process, and regular audits ensure timely responses and compliance. These steps promote transparency, accountability, and continuous improvement in childcare quality.

Supporting documentation submitted

Copy of Complaints documentation.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 32 has been adequately addressed.