

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DS061
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Name of Service:	Busy Kids Creche
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Address of Service:	Hansted, Newcastle Road, Lucan, Co. Dublin
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Eircode:	K78 KO23
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Name of Registered Provider:	James Moore
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Service type:	Full Day
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Date of Inspection:	07/04/2025
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No of pre-school children:	AM	86	PM	64
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Address of the Early Years Inspectorate:	The Early Years Inspectorate- Tusla Child and Family Agency Loughlinstown Health Centre, Loughlinstown drive County Dublin.
Inspection undertaken by:	Olivia Quill and Mona Condon
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
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Description of service

Busy Kids Creche is one of a multiple of privately owned services which is registered to provide full day care to preschool children aged 0 to 6 years. The service also offers sessional care and operates an Early Childhood Care and Education Scheme (ECCE) in the morning from 9.15am to 12.15pm for 38 weeks of the year. The service is open Monday to Friday from 07.30am to 6pm.

The service is located in an urban residential area of west Dublin. The premises is a purpose-built single storey building. Seven care rooms and a separate cot room are provided. The Baby room catered for children aged 9 months to 18 months of age. The Wobbler room catered for children from 18 months to 2 years of age. The Toddler room catered for children 2 to 3 years of age. Pre-school 1 room (ECCE) catered for children aged 3 to 5 years and operates on a sessional basis. Pre-School 2, and 3 rooms catered for children aged 3- 5 years of age. An outdoor play area for children was available on the premises.

Staffing

In total thirty staff are employed including two cooks and a domestic worker. On the 7 April 2025 fifteen staff worked directly with the children. The designated person in charge and deputy manager were available to provide additional support for staff. The registered provider does not work directly with the children and was not present on the day of inspection. The area manager was present for the feedback meeting.

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

An examination of compliance was assessed under the following regulations:

9(1)(a)(b), (2)(a) -(d) and (4) Management and Recruitment,

11(1), (2), (8)(a) Staffing Levels,

19(1)(a)(b) Health, Welfare and Development of Child,

23 Safeguarding, Health, Safety and Welfare of Child,

25(1), (2)(a), (b) First aid,

26(1), (4) Fire Safety Measures,

However, on inspection additional non-compliance was identified under the following regulation:

20 Facilities for rest and play

These findings are outlined within the relevant regulations within this report.

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

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

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

Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, deputy manager, regional manager, staff and children who were present on the day of the inspection.

Part III – Management and Staff

Regulation 9 – Management and recruitment

(1) A registered provider shall ensure that-

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

(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) There was a designated person in charge and a named person to deputise as required.
 - (b) The designated person in charge was present for the inspection.
 - (c) There was a clear management structure in place which identified the roles and responsibilities of each employee.

Six adults were employed by the registered provider, since the last inspection on the 30 May 2024. The inspection included a review of these files and a file for a student who was present on work placement. As part of the inspection Garda vetting disclosures were reviewed for all adults employed in the service.

- (2)
- (a) There were eight written validated references available from previous employers.
 - (b) Three written validated references were available from sources other than a past employer.
 - (c) Garda vetting disclosures from the National Vetting Bureau of the Garda Síochána dated were available for all adults employed in the service. Twenty eight of these were dated within the previous three years in adherence to the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting'.
 - (d) Police vetting was available for seven adults who had lived outside the State for a period exceeding 6 months as an adult.
- (4) A record was available evidencing that five staff who were employed to work directly with the children held the required qualification, or a qualification deemed by the Minister to be equivalent.

Non-Compliance Information

- (2) (a) There were no written references available for one adult. A second written reference provided for another adult was not validated.
- (4) There was no evidence available to confirm if an adult who worked directly with the children held the required qualification or a qualification deemed by the minister to be equivalent.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (2)(a) Two written references were obtained for one adult. A second written reference was validated for another adult. Recruitment process reviewed, check list of documents carried out by the manager before onboarding new employees, monthly audit of staff files will be carried out to ensure compliance.
- (4) Email to Department of Children, Equality, Disability, Integration and Youth (DCEDIY) requesting a letter of recognition of qualification. Practitioner will work in the afterschool room until the letter of recognition of qualification is received.

Supporting documentation submitted

Copies of validated references. Copy email sent to DCEDIY.

Summary Comment

Supporting evidence was submitted in keeping with the actions submitted. The Regulatory requirement has been met.

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) An adequate number of adults were working directly with the children at all times during the inspection.

(2) The minimum ratio of adults to children for full day care services was adhered to at all times during the inspection. There were 86 children attending the service being supervised by 15 adults on the day of inspection.

(8)(a) There were at least two adults on the premises at all times.

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)

The inspectors observed appropriate and suitable care practices within the service. Meals and varied food was offered to children at regular intervals throughout the day. Mealtimes were relaxed and observed to be a positive social experience for children as adults engaged with them helping when required. Young children were encouraged to feed themselves appropriate to their age and stage of development and were helped when needed. Drinks of water were available within the rooms and were offered when children were eating. The staff supported the children to manage their personal care. They provided the children with bibs to protect their clothes from becoming soiled or wet when eating. The children's nappies were changed routinely and in between when required. Staff used these opportunities for warm one-to-one interactions. Older children were supported to use the toilet independently. Children washed their hands after outdoor play and before eating.

In the Baby room staff were observed to gently hold children in their arms when they became upset and comforted them with soothing words. The staff confirmed an app is used to communicate with parents and guardians in relation to individual children's care. This included information relating to diet, sleep, and nappy-changes. Sleep routines were reflective of children's needs which promoted good habits around sleep. Young children attending the Baby room had their sleep needs accommodated on an individual basis. There was a designated sleep time for children attending the Wobbler room. The environment was calm and conducive to sleep, with staff sitting with the children and soothing them as needed during this time. Adults reported sleep needs are facilitated outside of the prescribed time when required. All children had regular access to outdoor play during the day.

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-

(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.

Non-Compliance Information

(1)(b) The rest areas in Pre-school 3 and the Toddler rooms were unsuitable. The mats provided were thin and not padded and therefore did not afford the children adequate comfort.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

New mats & cushions placed in preschool 3 and Toddler room to ensure area is comfortable for the children. Team is engaging in training with Better Starts concentrating on indoor/outdoor environments for the children.

Supporting documentation submitted

Photographic and written evidence.

Summary Comment

Supporting evidence was submitted in keeping with the actions submitted. The Regulatory requirement has been met.

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 entrance door to the service was adequately secured to ensure the safety of the children within and to avoid unauthorised persons accessing the service or children exiting unsupervised.
- Cleaning agents and medicines were stored safely out of reach of children.

- All storage facilities were inaccessible to children.
- There were no trailing flexes and cord blinds were safely secured.

Infection Control:

- The environment was clean and cleaning schedules were maintained.
- Liquid soap, warm water and paper towels were available to facilitate hand washing. Children were observed to wash their hands prior to eating and after messy play and using the toilet.
- Staff were observed to follow the nappy changing policy and completed all infection control procedures.
- Perishable food items were stored in the fridge.

Administration of Medication:

- A sample of medication records were reviewed. The records were completed correctly signed by parents, manager, and witnessed by a second staff member. Staff demonstrated they were familiar with the medication policy and procedure.
- Care plans were available for children who had medical conditions and staff were familiar with these care plans.

Safe Sleep:

- Children were physically monitored while sleeping and sleep checks were documented. Discussion with staff demonstrated that staff were familiar with safe sleep guidelines.
- Temperatures of sleep rooms were maintained at the correct temperature for sleep.

Fire Safety:

- Fire exits were unobstructed.
- The fire evacuation procedure was clearly displayed.

Non-Compliance Information

General Safety:

1. Garda vetting disclosures available for two adults were not dated within the previous three years in adherence with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting.'
2. The required maintenance had not been completed for the smoke alarm. The last maintenance record for the fire fighting equipment was dated June 2023. This posed a potential safety risk the equipment may not be effective in the event of a fire in the building.
3. The following hazards were observed in the outdoor area.

- (a) A screw was protruding from a wooden train posing a potential injury risk.
 - (b) The wood was worn on the surface of the wooden train exposing wood splinters posing a potential injury risk.
 - (c) Sharp corners on the mesh cover for the trellis were exposed posing a potential injury risk.
4. In the Toddler room and sanitary area the following safety issues were identified.
- (a) The seam was torn on the couch and foam was exposed posing a potential inhalation risk.
 - (b) In the sanitary area there was a loose radiator beside the sink posing a potential injury risk.
 - (c) In the sanitary area wooden shelves were stacked against the wall posing a potential injury risk.

Infection Control:

- 5. In the sanitary area used by Pre-School 3 room the two pedal bins provided were broken posing a potential infection control risk.
- 6. In Pre-School room 3 the covers on the two soft chairs were torn and could not be cleaned effectively.
- 7. In the Wobbler room staff did not wash their hands after children's noses were cleaned.
- 8. In the sanitary area used by the Toddler room the extractor fan was covered in dust posing a risk of diminished ventilation.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

- 1. Garda Vetting for two adults completed. Manager will conduct monthly check of staff files to ensure vetting applications are completed in full within the required time frame to prevent garda vetting going out of date.
- 2. The required maintenance of the smoke alarms and firefighting equipment completed. Fire equipment company employed to carry out regular maintenance of smoke alarms and firefighting equipment.
- 3. (a)-(b) Wooden train removed from the outdoor area.
(c) Trellis removed from the outdoor area and new mesh covering installed. Practitioners will conduct daily garden checks to ensure upkeep of outdoor area and equipment.

4. (a) New couch installed in the toddler room.

(b) Radiator in sanitary area secured.

(c) Shelves removed from the sanitary area. Care room audits conducted monthly by practitioners to ensure items showing wear & tear are replaced in a timely fashion. Monthly maintenance list compiled by the manager for the maintenance team to ensure regular work carried out.

Infection control policy reissued to team & in house training carried out on the importance of ensuring furnishings are kept in good repair.

Infection Control:

5. New pedal bins replaced installed in preschool 3 sanitary area.
6. The soft chairs removed from preschool 3 and replaced with a new couch.
7. The infection control policy reissued to all team members, in house training on infection control given & management are carrying out spot checks to ensure compliance.
8. Extractor fan in toddler room sanitary area cleaned

Supporting documentation submitted

General Safety:

1. Copies of updated Garda vetting for two staff.
2. Maintenance certificate smoke and fire alarm.
3. Photographic evidence.
4. Photographic evidence.

Infection Control:

5. Photographic evidence.
6. Photographic evidence.
7. Written evidence of staff signatures to have read infection control policy.
8. Photographic evidence.

Summary Comment

Supporting evidence was submitted in keeping with the actions submitted. The Regulatory requirement has been met.

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) Two adults caring for the children had up to date certificates in the First Aid Responder training and were immediately available at all times on the day of inspection.

(2)(a), (b) Suitably equipped first aid boxes were safely stored, in each care room and easily accessible and available to the children attending the pre-school at all times.

Part VI - Safety

Regulation 26 - Fire safety measures

(1) A registered provider shall ensure that a record in writing is kept of-

(a) any fire drill that takes place in the premises, and

(b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises.

(4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.

Compliance Information

(1)

(a) A written record was available detailing monthly fire drills that had taken place in the service. The last fire drill had been recorded as undertaken on the 04 March 2025.

(b) The number, type and maintenance record of the fire fighting equipment and smoke alarm was available.

The maintenance records for the firefighting equipment were dated June 2023 and the maintenance record for the smoke alarm were dated December 2024.

(4) The procedures to be followed during a fire drill and in the event of a fire were displayed in a conspicuous location within the service.