

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier: TU2015DS132

Name of Service: Daisy Chain Montessori and Childcare Ltd

Address of Service: Eden Business Centre, Grange Rd, Ballyboden, Dublin 16.

Eircode: D16 VC03

Name of Registered Provider: Gemma Rave, Lucy Madigan

Service type: Full Day, Part Time, Sessional

Date of Inspection: 04/12/2025

No of pre-school children:	AM	42	PM	39

Address of the Early Years Inspectorate: Early Years Inspectorate
2nd Floor, Unit 4/5
The Nexus Building
Blanchardstown Corporate Park
Ballycoolin
Dublin 15 | D15 CF9K

Inspection undertaken by: C. Harte and E. Griffin

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

Daisy Chain Montessori and Childcare is a full day care service located in a small shopping mall area in South Dublin. The service is one of four services owned by the registered providers. The service operates Monday-Friday 7:30am -6:30pm providing care to children between 1-6 years of age. The service has five care rooms: Bobbler room (1 year - 1 year 6 months), Wobbler room (1 year 6 months - 2 years), Toddler room (2 years -2 years 8 months) Montessori 2 (3 years -3.5 years) and Montessori 1 (3 years 8 months -5 years). The premises also has an outdoor area, sleep room adjoined to the Bobbler room, kitchen, and staff room. The service participates in the Early Childhood Care and Education (ECCE) programme.

Staffing

The registered providers currently employ 17 staff to work in the service including the designated and deputy person in charge, 13 adults caring for preschool children, a chef and a domestic staff member. On day of the inspection 12 staff and two students were present on the premises. This included the recruitment officer and an area manager who work across other services owned and operated by the registered providers. One of the registered providers also attended the service on the day of inspection to greet the inspectors and attend 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, safety. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under Regulation 19 Health, Welfare and Development of Child and Regulation 23 Safeguarding Health, Safety and Welfare of Child. As a result, the scope of the inspection included Bobbler room, Wobbler room and Toddler room.

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

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

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

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, person in charge, 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) The service had a designated person in charge and a named person to deputise if required.
 - (b) A designated person in charge was available on the premises on the day of inspection for the operating hours of the service.
- (2) A review of paperwork and discussion with management confirmed there was 12 new staff members employed since the last inspection. The files of 12 new staff members and 2 students were reviewed. In addition, garda vetting disclosures for 9 existing staff were reviewed including the area manager, recruitment officer and two registered providers. The registered providers had completed the following checks:
- (a) Twenty-four written and validated references were available from past employers.

- (b) Twelve written and validated references were available from a source other than a past employer.
- (c) Garda vetting disclosures had been obtained for all adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
- (d) Police vetting was available for ten adults who had lived in a country other than Ireland for a period of six months or more as an adult.

(4) Evidence was available to show that ten staff members who worked directly with the children held 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.

Non-Compliance Information

(4) There was no evidence available to show that one staff member who worked directly with the children held 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.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The area manager had a meeting with the employee and contacted the course provider. Once confirmed the course is no longer accepted the employee ceased work with immediate effect. The area manager and recruitment manager reviewed all checklists including the assessment of qualifications. Retraining by the area manager was undertaken with the recruitment manager on the onboarding processes. New checklists and documents were created to ensure that this does not reoccur again.

Supporting documentation submitted

Correspondence with course provider.
Confirmation of employment cessation.
Staff onboarding checklist.
Updated recruitment policy.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 9 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 the inspection there were an adequate number of adults available to the children attending the service to meet their care needs. There were 12 staff including the person in charge available to the 42 children present on the morning of inspection.
- (2) The adult child ratios were correct when the inspectors arrived unannounced to the service and throughout the inspection. The designated person in charge was available in a supernumerary capacity to assist in the care rooms as required.

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:*
- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;*
 - (b) details of the class of service and the age profile of children for which the service is registered to provide services;*
 - (c) details of the adult:child ratios in the service;*
 - (d) the type of care or programme provided in the service;*
 - (e) the facilities available;*
 - (f) the opening hours and fees;*
 - (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;*

- (h) details of attendance by each pre-school child on a daily basis;*
- (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

- (1) The registered provider ensured that a record in writing was kept of the following information in relation to the service:
- (a) Details of the name, position, qualifications, and experience of all staff were maintained within the staff files and displayed in the hallway.
 - (b) The Tusla registration certificate displayed within the service detailed the class of service and the age profile of children for which the service is registered to provide services.
 - (c) Details of the adult child ratios were displayed on the notice board and listed in the parent handbook.
 - (d) (e) The service notice board and parent handbook detailed the type of care provided and the facilities available within the service.
 - (f) The opening hours and fees were displayed in the hallway.
 - (g) The registered provider maintained the policies required in accordance with Regulation 10.
 - (h) Attendance records detailing the arrival and departure of the children on a daily basis were maintained.
 - (i) A record was maintained of the staff roster which was reflective of the staff present on the day.
 - (k) Following a review of a sample of eleven records, the registered provider ensured a full record in writing was maintained for accident and incidents.

Non-Compliance Information

- (j) The registered provider did not ensure a full record in writing was maintained for medication administration. This posed a potential risk of miscommunication impacting the appropriate care of children after the administration of medication. A sample of 10 records were reviewed. Seven records were observed incomplete. The following was observed:
- Two forms did not include the details of the child who had the medication administered or the expiry date of the medication.
 - Two forms did not include the details of the medication administered or the expiry date of the medication.
 - Three forms did not include the expiry date of the medication.

This is not in line with service policy.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The registered provider met with the management team to discuss the seriousness of record keeping paying particular attention to medical forms and the administration of medication policy. Retraining with management was undertaken. The management sent a memo and retrained staff on administration medication and importance of maintaining correct records. A new audit form was created to audit Regulation 16 and monthly audits are now being carried out.

Supporting documentation submitted

Staff memo.

Retraining sign off sheet.

Registered provider communication to management team.

Audit form including Regulation 16.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 16 has been adequately addressed.

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

(1)

(a) The following activities, interactions, materials and equipment was observed to support children's learning and development:

- Staff were observed to be kind, caring and respectful in their interactions with the children which supported a calm atmosphere in the service.

- Positive verbal and nonverbal strategies such as low tones, modelling appropriate behaviour and encouragement were observed. These strategies can facilitate emotional and social development in young children.
- Mealtimes were observed to be social occasions and children were given ample time to enjoy their meal. Staff explained that morning and afternoon snack is brought from home and the service provides breakfast and dinner. The main meal on the day of inspection was a beef ragu with potatoes. Additional portions were present in the care room if required and children with dietary requirements were given a suitable alternative meal. Drinks were provided and staff assisted children to sit comfortably at the table for their meal.
- Children were gently invited to have their nappy changed and the care practice was completed in a timely manner. Staff engaged in the children in conversation throughout the practice.
- Children's comfort was supported by practices such as the removal of heavy layers prior to sleep and being appropriately dressed for play in the outdoor area.
- Age and developmentally appropriate resources were stored on low level shelving accessible to children. Staff ensured children were provided with a choice of activities and offered them additional props to support their play.
- There was an adequate supply of toys and resources available to support a range of play experiences and furniture in the rooms was suitable for the age and stage of development of the children.
- A visual daily routine was displayed and staff supported children to transition through activities proving the children with an understanding of their day.

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:

- Toys and resources were maintained and suitable for use.
- An ambient temperature of 18°C-22°C was maintained in care rooms where children played.
- Radiators were positioned high on the walls inaccessible to children.

Infection Control:

- Warm water, hygienically dispensed soap and handtowels and a foot pedal operated bin were all available in the sanitary areas to support effective hand hygiene practices.
- Children were supported to wash their hands following nappy changing and before mealtimes.
- Staff disinfected the tables prior to mealtimes.
- Openable windows in care rooms provided ventilation and allowed fresh air to circulate.

Administration of Medication:

- Medication was observed stored out of children's reach.

Safe Sleep:

- Children were provided with age-appropriate sleep facilities.
- Individual sleep plans and risk assessments signed by parents and staff were available for children under the age of two who slept on suitable floor beds.
- Cots were appropriately positioned with a minimum of 50cm apart.

Fire Safety:

- Emergency exits were observed clear of obstruction on the day of inspection.

Non-Compliance Information

Administration of Medication:

1. Emergency medication for one child was not appropriately stored in its original container and clearly labelled. This posed a potential risk of inaccurate or delayed administration in the event the medication was required.

Safe Sleep:

2. Three cots were observed with toys present as children were sleeping. This is not in line with service policy and posed a potential risk to children's safety. This was a non-compliance on the previous inspection in November 2023. The preventive action has not been maintained in line with the information provided to the inspectorate following the last inspection.

Action submitted by the Registered Provider

Corrective & Preventive Action

Administration of Medication:

1. Management called the parents immediately and asked for a medication that was labelled and, in the box, and explained that we could not accept the medication out of the box going forward. Service policy was

update and a memo sent to all staff. Managers inspect all medication for children on the premises during the monthly first aid check.

Safe Sleep:

2. A manager is present daily between 11.30am - 12.30pm in this room monitoring when most children are asleep and is ensuring the safe sleep checklist is followed and ticked off. New daily support and monitoring is being carried out to ensure compliance. New visual reminders are in place by cots, and a new section was added to sleep checks to ensure an empty cot while the child is sleeping.

Supporting documentation submitted

Administration of Medication:

Photographic evidence.
Updated service policy.
Staff memo.
Monthly first aid audit sheet.

Safe Sleep:

Safe sleep checklist.
Memo to all staff.
Evidence of policy retraining.
Safe sleep audit.
Photographic evidence.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances identified under Regulation 23 have been 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) A review of the staff roster indicated that a person qualified in First Aid Responder (FAR) was rostered to be on the premises during the operational hours of the service for the week of the inspection.

(2)

(a) A suitably equipped first aid box was available and stored safely in an easily accessible and conspicuous position.

(b) The first aid box was observed to be easily available to the adults caring for the children attending the service.

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 firefighting 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 record was maintained of all fire drills which occurred in the service. The record showed that fire drills are conducted on a monthly basis. The last fire drill took place on the 28 November 2025.

(b) A record of the number, type and maintenance record of firefighting equipment and smoke alarms in the premises was available. The certificates reviewed showed that the firefighting equipment had been serviced on the 6 August 2025 and smoke alarms had been serviced on the 4 September 2025.

(4) The procedure to be followed in the event of an emergency was prominently displayed throughout the service in the care rooms and corridors.

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