

# Early Years Inspectorate Regulatory Report

## Pre School

**TUSLA Identifier:** TU2015DY027

**Name of Service:** Bizzy B's Creche

**Address of Service:** Block 4, The Moyle, Prospect Hill, Finglas, Dublin 11.

**Eircode:** D11 V09E

**Name of Registered Provider:** Amanda Winston Dunne

**Service type:** Full Day

**Date of Inspection:** 23/07/2025

|                                   |    |    |    |    |
|-----------------------------------|----|----|----|----|
| <b>No of pre-school children:</b> | AM | 30 | PM | 31 |
|-----------------------------------|----|----|----|----|

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| <b>Address of the Early Years Inspectorate:</b> | Early Years Inspectorate<br>2nd Floor, Unit 4/5<br>The Nexus Building<br>Blanchardstown Corporate Park<br>Ballycoolin<br>Dublin 15   D15 CF9K |
| <b>Inspection undertaken by:</b>                | C Kerrigan  |
| <b>Title:</b>                                   | 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

### Description of service

Bizzy B's Creche is a privately owned full day care service which is located on the ground floor of a residential building in Dublin 11.

The childcare service is registered to provide Early Childhood Care and Education for up to 49 children age from 0-6 years old. The service is open from 8:00am to 6:00pm, Monday to Friday and provides full time, part-time and sessional care and education. The service participates in the Early Childhood. Care and Education. (ECCE) programme for 38 weeks of the year.

The service is comprised of four care rooms, all of which were open on the day of inspection.

These included the Caterpillar Room which catered for children aged 1 to 2 years, the Cocoon room which catered for children aged 2 to 3 years, the Butterfly Room which catered for children aged 3 to 5 years and the Chrysalis Room, which catered for children aged 3 to 5 years.

A fully secured outdoor play area located to the rear of the premises.

### Staffing

The registered provider employs 17 staff to work within the service. This includes the registered provider who oversees the running of the service and provides relief in the care rooms, a service manager, who facilitated the inspection, a deputy manager, twelve early years staff, an administrator and cook.

### 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 the following:

- Regulation 16(1)(j)(k) Record in relation to a pre-school service,
- Regulation 19 (1)(a) Health, Welfare and Development of the Child.
- Regulation 23 Safeguarding, Health, Safety and Welfare of Child.

As a result, the scope of the inspection included The Caterpillar room and the Chrysalis 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 inspector wishes 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

(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) The service had a designated person in charge and a named person to deputise if required.

(b) A review of the roster and conversation with staff on the day showed that a named person in charge is rostered to be on the premises at all times during the service opening hours.

(2) The files of all seventeen staff members were reviewed in full on the day of inspection.

(a) The registered provider ensured that twenty written and validated references were available from a past employer for the adults working within the service.

(b) The registered provider ensured that twelve written and validated references were available from a source other than a previous employer for the adults working within the service.

(c) The registered provider ensured that Garda vetting disclosures have been obtained for the seventeen adults working within the service. However, the service did not adhere to the re-vetting timeframes as outlined in the Early Years Regulatory Notice, requiring services to renew Garda vetting every three years. Please refer to the information outlined under Regulation 23 of this report.

(d) Police vetting was obtained for two adults who had resided in a country other than Ireland for a period longer than six consecutive months.

(3)

All references and Garda vetting procedures were completed prior to sixteen adults being allowed access or contact with a child attending the preschool service.

(4)

The registered provider ensured that all fifteen staff employed who work directly with the children whose records were reviewed held a major award at Level 5 or higher in early childhood care and education on the National Qualification Framework.

## Non-Compliance Information

(2)(a)(b)

The registered provider did not ensure that two written and validated references were available for one adult working within the service.

(3)

The registered provider did not ensure that all reference procedures were completed prior to one adult being allowed access or contact with a child attending the preschool service.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

(2)

(a)(b) The registered provider stated that two written references were now obtained, stating further that all team members must have validated references on file prior to commencement of work as per our policy. A checklist has been revised for employee files to include validation of references, date and by whom.

(3)

The registered provider has stated that the manager is responsible for preparing staff files prior to commencement of their work to ensure that all relevant information including validated references are included.

The Assistant Manager will now double check all files prior to new employees commencing work to ensure that all relevant information including validation of references has been completed as per policy.

**Supporting documentation submitted**

(2)

(a)(b) Documentation has been received.

(3)

Documentation has been received.

**Summary Comment**

The corrective and preventive actions submitted by the registered provider have been sufficient to address the non-compliances under Regulation 9.

**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)

The registered provider ensured an adequate number of adults were working with the children in the service at all times throughout the day. Eleven early years staff were available in the building to meet the care needs of thirty-one children who were present on the day of inspection.

(2)

The registered provider ensured that the adult child ratios were maintained within the service on the day of inspection.

(8)

(a) The registered provider insured that there were at least two adults on the premises at all times during the operational hours of the service. This was evidenced in the roster.

### 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:*

*(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.*

*(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.*

#### Compliance Information

(1)

(k) A sample of ten accident and incident forms were reviewed; these were found to be fully completed with all necessary information included.

(3)

The registered provider ensured that a record in writing was available for the inspection on the premises by the inspector.

#### Non-Compliance Information

(1)

(j) The registered provider did not ensure that two of the ten records sampled were completed in full, the following information was missing from two records sampled.

- These two records were found to be missing a parent signature. This poses a risk to parents being unaware of medication administered.
- These two records were found to be missing a second staff signature; this is a variance from the service policy on medication administration.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective and Preventive Action

- (1)
- (j) The service stated that the medical consent forms have been signed. Parents were notified through their app. No medication is given without contacting parents first. The paper documents will be moving to digital format when current medical books are full. Management spoke to staff about the importance of documenting signatures.

### Supporting documentation submitted

- Evidence was submitted.

### Summary Comment

The corrective and preventative actions submitted by the registered provider have been sufficient to address the non-compliance in Regulation 16.

## 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 registered provider ensured the children's learning, development and well-being was facilitated in the service, for example.

### Basic Needs:

- Children were provided with regular meals and snacks. Food served was reflected in the service menu available. Foods were prepared and cooked on site. At 11:50am a hot lunch which consisted of chicken vegetables and mashed potatoes was served to each child, with food prepared depending on their developmental age. An alternative hot option was provided if needed. Milk and water were also provided to the children depending on preference. Mealtimes were observed to be a social occasion at a pace suited to the children's needs.

- Nappy changing was completed on a scheduled basis and as needed. Nappy changing was observed to be a dignified experience.
- The service demonstrated positive child-led sleep practices, staff were observed to show a child centred approach to sleep, for example, a child was observed to become unsettled, rubbing their eyes and yawning, the adult present prioritised the child's need for sleep placing them to bed, this was outside the scheduled sleep time routine within the service.
- There was a rest area available in the care rooms sampled if the children need to engage in more restful activities.
- Children were provided with appropriate clothing for outdoor play which promoted, independence with self-care skills, for example children being encouraged to put on coats for outdoors themselves. This facilitates comfort in the play experiences and promotes independence.
- Water was available to the children as they needed in each care room sampled.

### Supporting Relationships

- The adults in the service were observed to interact with the children in a responsive, warm, respectful manner with adults also demonstrating familiarity and knowledge with other children from different care rooms.
- Adults were observed to speak to each other in a respectful, supportive and warm manner.
- Staff reported that information such as toileting, food and sleep was shared with parents daily through a mobile application. Conversations at drop off and collection times were also observed to provide an opportunity for information sharing. The service also maintained a learning journal for children. This is shared with parents, bridging the gap between the service and home.

### Physical and material environment.

- The furniture provided in the care rooms sampled was low level and appropriate for the children attending, with toys, equipment and play materials easily accessible and visible to the children on low level units which nurtured independence and facilitated choice.
- There was a range of equipment available, including a home corner with associated props to facilitate imaginative play experiences, stacking, building, connecting and threading toys to facilitate creative play, cars and trucks for transporting and books to facilitate language and early literacy development. The younger rooms also had access to soft play sensory areas, allowing for the development of gross motor play.

- The children had access to the outdoor play environment throughout the day. This is scheduled but also available to children if and when they need it. This area had a selection of tyres, mud kitchens and associated props, a sand pit, scooters, balls a slide and climbing frame. This gave an array of options to develop gross motor and sensory skills.

### Part VI - Safety

#### Regulation 23 - Safeguarding health, safety and welfare of child

*A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.*

#### Compliance Information

##### General Safety:

- The main entrance to the service was secured upon the inspectors unannounced arrival at the service. Access was granted via doorbell system in which a staff member allowed access therefore preventing access to the children from unauthorised persons. This also prevented children from accessing the service unsupervised.
- Hazardous materials such as cleaning agents were placed on high shelving away from children's reach.
- The kitchen was observed to be inaccessible to children on the day of inspection.
- The outdoor area was fully secured and enclosed with a high fence; the gate was secured by a high bolt lock system.

##### Infection Control:

- The premises was clean and well maintained throughout the area sampled. Documented up-to-date cleaning records were available and displayed.
- Thermostatically controlled water, liquid soap and single use paper towels were in use throughout the service promoting adequate hand hygiene practices.

##### Safe Sleep:

- Staff maintained physical checks of sleeping children every 10 minutes, records outlined position, colour, and breathing of the children.
- An ambient temperature between 18 and 22° was maintained in rooms where children over one years were sleeping.
- There were sufficient amounts of cots to meet the sleep needs of the children within the service.

## Fire Safety:

- Staff were knowledgeable of the fire evacuation plan which included the route to take and location of the assembly point.
- Fire drills were undertaken monthly, therefore ensuring that staff and children were familiar with the evacuation process.

## Non-Compliance Information

### Administration of Medication:

1. The storage and labelling of emergency medication was at variance from the service policy on medication management. The following was observed:
  - Medication required as part of an emergency plan was not in its original packaging and was not accompanied by the necessary administration tools or devices. This posed a potential delay in the administration of emergency medication.
  - Medication required as part of an emergency plan was mislabelled and not easily identifiable. This posed a potential delay in the administration of emergency medication.
2. The registered provider did not ensure that a detailed emergency medical care plan was available for one child who required emergency medication. This is at variance from the service policy on medication management which states that individual care plans must be developed with parents, service and medical professionals considering dosages and method of administration. This posed a potential risk for a child receiving appropriate emergency intervention.

### General Safety:

3. Garda vetting was available for seventeen adults working within the service. However, vetting disclosures for two of these adults were not dated within the previous three years in adherence to the Early Years Inspectorate Regulatory Notice 'EY-RN12.3 Renewal of Garda Vetting'

### Infection Control:

4. Pedal bins were not in use within the sanitary area adjacent to the Butterfly room and in the outdoor area. This posed a potential risk for cross contamination of harmful bacteria.
5. Toilet roll was not hygienically dispensed in the sanitary area adjacent to the Butterfly room. This posed a potential risk to cross contamination.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

##### **Administration of Medication:**

1. The service has stated that the box has been disposed of and that the child no longer requires medication which was sent home with the parents. Any child with emergency medication has their own box located in their rooms, with their photo on it, inside is their emergency plan and medications.
2. The service said that one no longer has an allergy and one child's plan was water damaged they made-up a new one, while parents provided a new one. Individual care boxes are now in use for any child with emergency medication.

##### **General Safety:**

3. The registered provider has stated that all Garda vetting renewals are now up to date. The registered provider stated that the delay was caused by an issue within the Garda Vetting Bureau and an ICT issue that had prevented renewals going through. The registered provider has been assured that this issue is rectified and will not happen again. However, to avoid any future delays, employee files will be rechecked annually and any Garda vetting due for renewal will be done three months prior to expiration date, to ensure time for compliance.

##### **Infection Control:**

4. The bin lid needs to be removed with changing the bin, staff have been advised to put the lid back on. A new bin has been purchased.
5. A toilet roll holder was purchased, staff have been instructed as to why it is important for hygiene reasons to ensure toilet paper is put into the dispenser. Staff have been advised that extra keys for the toilet roll dispensers will be kept in the office.

#### Supporting documentation submitted

##### **Administration of Medication:**

1. Evidence has been submitted.
2. Evidence has been submitted.

##### **General Safety:**

3. Evidence has been submitted with one Garda Vetting certificate and email of submission for the other.

##### **Infection Control:**

4. Evidence has been submitted.
5. Evidence has been submitted.

## Summary Comment

The registered provider has addressed the non-compliances in points, 1, 2, 4 and 5. The registered provider has attempted to address the non-compliance under point 3 however this will remain outstanding as the updated vetting has not been obtained for one staff member. This will be reviewed on the next inspection.

## 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) Persons trained in First Aid to include First Aid Response (FAR) were available to children during the operational hours of the service.

(2)

(a) A first aid box was safely stored in an easily accessible and conspicuous position within the premises.

(b) The first aid box was readily available to the adults caring for the children attending the preschool service.

## Part VI - Safety

### Regulation 28 - Insurance

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

### Compliance Information

The registered provider ensured that the premises was adequately insured as a full day care service for the maximum number of children registered. The certificate reviewed had an expiry date of 27 March 2026.