

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY133				
Name of Service:	Lullaby's Creche & Montessori				
Address of Service:	Fairview Close, Richmond Avenue, Dublin 3				
Eircode:	D03 Y767				
Name of Registered Provider:	Ms. Tracey Kendellen				
Service type:	Full Day				
Date of Inspection:	15/04/2025				
No of pre-school children:	<table border="1"> <tr> <td>AM</td> <td>26</td> <td>PM</td> <td>19</td> </tr> </table>	AM	26	PM	19
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Address of the Early Years Inspectorate:	Early Years Inspectorate 2 nd Floor Brunel Building, Heuston South Quarter, St. John's Road West, Dublin 8
Inspection undertaken by:	L.A Webster and S. Murray
Title:	Early Years Inspector and Inspection and Registration Manager

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

Lullaby's Creche & Montessori is a full day care service that is located within a residential area in Dublin 3. The service provides care and education to children aged 1-6 years and participates in the Early Childhood Care and Education (ECCE) programme. The service is situated at the ground level of an apartment complex and opens from 08:00am to 18:00pm Monday-Friday. There are three care rooms including the Baby room, Toddler room and Montessori room, an office, kitchen, staff room, and sanitary facilities. An enclosed outdoor area is available at the back of the service.

Staffing

The service employs a total of 13 staff including the registered provider, designated person in charge and 10 early years educators and one chef. The designated person in charge was not assigned to a room and provided cover and support as required across all care rooms as required.

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, development of child and safety. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under Regulation 23 Safeguarding, health, safety and welfare of the child. As a result, the scope of the inspection included the Baby room, Toddler room and Montessori 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 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.) 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-

(2)

- (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 on the premises when the inspectors arrived unannounced and was present for the duration of the inspection.
- (c) There was a clear management structure in place, and this was evidenced through paperwork on file and in discussion with management and staff.
- (2) The files of thirteen staff members, including any new staff who had commenced employment within the service were reviewed.
- (a) Twenty-four written and verified references were available from a past employer in relation to eleven staff members.

- (b) Two written and verified references were available from a source other than a past employer for two staff members.
 - (c) Garda vetting disclosures were available for all thirteen staff members. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years for all staff employed.
 - (d) Police vetting was available in relation to nine staff members who resided outside of Ireland for a period longer than six months.
- (4) Evidence was available to show that all twelve staff who worked directly with the children held a major award in Early Childhood Care and Education at a minimum of level 5 on the National Framework of Qualifications, or a qualification that is deemed of equivalence by the minister.

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) There were 26 preschool children being cared for by seven staff members on the day of inspection. One staff member was not assigned to a room and provided cover for breaks as needed.
- (2) Ratios were maintained during the inspection evidenced by the following observations;
- Baby room had 9 children aged 1 to 2 years and were being cared for by three staff members
 - Toddler room had 6 children aged 2-3 years and were being cared for by two staff members
 - Montessori room had 11 children aged 3-4 years being cared for by two staff members.

(8)(a) A review of the staff roster and discussion with staff evidenced that the registered provider ensured that there was a minimum of two staff on the premises during the services opening hours.

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

Compliance Information

Basic needs:

- On the day of inspection, children within the Baby room were observed to eat a yogurt snack at 10:12 am. Staff supported children to eat independently and provided assistance should the children needed. Once finished, the children were supported to wash their hands and faces with individual cleaning wipes.
- Staff ensured that children wore their own individual bibs and aprons throughout snack time to promote and maintain the children's personal hygiene.
- Drinks were freely available to the children in individual labelled beakers.
- Children were observed to move freely around the room to engage in various play scenarios and with various materials.

Supporting Relationships:

- Staff were observed to be kind, caring and respectful with their interactions towards the children, which maintained the calm and relaxed atmosphere of the room.
- The service used an electronic platform to record the children's daily activities, observations, meals, nappy changes, and photos to share with the parents/guardians to ensure strong relationships.
- The activities and experiences afforded to the children were observed to be appropriate for their age and stage of development.

- Staff ensured to communicate with children through kind, low tones offering direction to children when needed. Additionally, staff ensured that comfort was provided to children when needed through gentle touch, a hug or sitting with children.
- Staff promoted play and learning through music and dance to support children’s ongoing learning and language development.

Physical and Material Environment:

- Care rooms were spacious and coloured with warm tones, offering a calm, inviting atmosphere for children.
- There were clear, designated play areas for children to play and explore in, including a cosy area to relax.
- There are clear, labelled toys and materials at the children’s level for accessibility.
- Children were observed to play independently with materials and sought support from staff when needed.

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:

- Upon arrival, the door to the service was securely locked, which prevented any unauthorised persons accessing the service. Staff must present at the door to allow access into the service through a bell system that provides access to the internal entrance hall. There is an internal door within the entrance hall that has an additional coding system for access into the classrooms. This prevents any child from leaving the service unsupervised.
- Any cleaning agents or supplies were stored safely and out of reach of children throughout the service.
- Blind cords were appropriately secured to prevent any risk to children.
- Window restrictors were in place throughout the service, which allowed the windows to be opened for fresh air to circulate while preventing any risk to the children.
- Daily risk assessments were available and completed by staff members to date.

Infection Control:

- The premises was maintained in a clean and hygienic condition throughout, and records of cleaning were available and completed by staff members to date.
- There was warm water available throughout the service to accommodate children's handwashing.
- Nappy changing was observed to be in line with appropriate changing practices.
- Pedal bins were available in each care room and changing facility to facilitate appropriate disposal of waste.

Administration of Medication:

- Administration of medication is documented through paper format. Signed consent from parents and guardians was evident and readily available.
- Medication was safely stored within a locked press, out of the reach of children.
- A sample of five children's medications administration forms were viewed; each document was completed in full of the relevant information including staff and parental signatures.
- Medication was clearly labelled, within its original packaging and within expiry dates. In discussion with staff, the administration of medication was clearly explained, which aligns with the services policy and procedure surrounding the administration of medication.

Safe Sleep:

- In discussion with staff, it was evident that they were aware of safe sleep practices. Staff monitored children while sleeping every ten minutes. This was documented on a paper format, that addressed the position, colour and breathing of sleeping children throughout ten-minute checks.
- The temperature of the cot room was recorded at 19°C to ensure a safe sleeping environment for the children.
- Cots and sleeping mats were maintained in an appropriate condition, with adequate size mattresses for each cot.

Fire Safety:

- Fire exits were clearly identified and unobstructed during the inspection.

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) The records available demonstrated that fire drills are held monthly within the service and all three care rooms conducted a fire drill on the 28 March 2025.
- (b) A record was available detailing the number, type and maintenance of the firefighting equipment and smoke alarm systems in the premises.
- Records demonstrate that the firefighting equipment had been serviced annually, with the last service taking place on the 13 November 2024
 - Records demonstrate that the smoke alarms have been serviced on a quarterly bases with the last service taking place on the 6 March 2025.
- (4) A visual notice of the procedures to be followed in the event of a fire was consistently displayed around the service.