

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY246
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Name of Service:	Fatima Groups United Children's Day Care Centre
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Address of Service:	78 Reuben Street, Rialto, Dublin 8, Co. Dublin
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Eircode:	D08 K681
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Name of Registered Provider:	Joe Donohoe
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Service type:	Full Day, Part Time
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Date of Inspection:	27/05/2025
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No of pre-school children:	AM	58	PM	35
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Address of the Early Years Inspectorate:	Tusla Child and Family Agency, Early Years Inspectorate, Nexus Building Block, Blanchardstown Corporate Park, Dublin 15.
Inspection undertaken by:	E Hosford and Á Dunne
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

Fatima Groups United Children's Day Care Centre is a community service located in an urban area on the south side of Dublin city. The service provides sessional, part time and full day care services to children aged from 1 to 5 years, from 9am to 5pm Monday to Friday. The service offers two sessions for children from 9am to 12:30pm and 1:30pm to 5pm. The purpose-built service occupies the ground floor of a residential apartment complex and has six care rooms, namely, the Waddler room, Toddler 1 room, Messy room, Construction room, Tabletop room and Toddler 2 room. Each care room had access to the main outdoor area to the rear of the service.

On the day of inspection all the care rooms were operating in the morning, and five care rooms were in operation in the afternoon.

Staffing

The service employs a total of 24 staff to include the registered provider, a designated person in charge, two deputy people in charge, an administrator, 2 reception staff, 3 cooks, one of whom is employed under the community education programme, a parent support worker and 13 childcare staff.

The registered provider does not work within the service but was present during the inspection and at 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

The unannounced inspection focused on an examination of compliance under The Child Care Act 1991 (Early Years Services) Regulations 9, 11, 16, 19, 23, 25 and 32.

A sampling process was used to assess compliance under regulations 16, 19 and 23 as the inspectors spent time in the Waddler room, Toddler 1 and Toddler 2 rooms and not in the Messy room, Construction room or Tabletop room.

Regulation 9 Management and Recruitment and Regulation 11 Staffing levels were assessed in all 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

This inspection was triggered by information received by Tusla Early Years inspectorate.

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.

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5;
- (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and
- (c) these Regulations.

Compliance Information

(1)(a)(b) The service had a designated person in charge and a named person who could deputise in their absence. A review of the roster showed that the named person in charge or the deputy is rostered to be on the premises at all times during the opening hours of the service.

(c) A clear management structure was evident in the service and staff were aware of their roles and responsibilities.

(2) The staff files of five employees employed in the service since the last inspection in February 2024, one student on work experience placement and an art teacher present during the inspection were reviewed.

(a) The following references were available from a past employer.

- Two validated written references were available for three staff members.
- One validated written reference was available for two staff members, the student on work placement and the art teacher.

(b) The following references were available from a source other than a past employer.

- One validated written reference was available from a source other than a past employer for two staff members, the student on work placement and the art teacher.

(c) Twenty six Garda Vetting disclosures were reviewed to include 5 new employees in the service, the student on work experience placement and the art teacher. However, the service did not adhere to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years for all staff employed.

(d) Documentation available demonstrated that international police vetting was available required for two new staff members employed in the service since the last inspection.

(4) On review of documentation available three employees employed in the service since the last inspection, had documentation available to demonstrate that they held a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications.

(7)(a) Documentation was available to demonstrate the following.

- New staff members were provided with induction to the service which included their review of the policies and procedures of the service, for example, infection control, behaviour management, safe sleep and accidents and incidents. Though discussion with the inspector's new staff stated that they had received adequate training and information for their role and had completed online safeguarding children training within the last three years.
- The service undertook quarterly meetings with all staff to review any issues and updates that had occurred in the service.
- A recent memorandum sent to all staff members had included information on positive behaviour management strategies, prohibited practices, room layouts and curriculums.
- Staff had monthly one to one supervision with their assigned senior staff member.

Non-Compliance Information

(7)(a) Documentation was not available to demonstrate that on completion of each staff members self-appraisal form a review meeting was held with a senior manager to discuss their progress and future learning goals as outlined in the service policy on recruitment and staff support policy.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(7)(a) In response to the non-compliances the registered provider has stated that measures have been put in place to ensure every staff member has time allocated to attend and engage with self-appraisal meetings with management. This will be achieved through staff rosters, better time management and a review of procedure.

Supporting documentation submitted

(7)(a) Support and supervision policy.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 9(7)(a) 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.

(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 an adequate number of adults working directly with the children as there were 13 adults working with 58 children in the morning and 8 adults working with 35 children in the afternoon.

(2) The adult to child ratios were maintained on the day of inspection as outlined below.

- **Waddler room-** 2 adults were caring for 9 children aged 1-2 years in the morning and 4 children in the afternoon.
- **Toddler 1 room-** 3 adults were caring for 11 children aged 2-3 years in the morning and 2 adults were caring for 9 children in the afternoon.
- **Messy room -** 2 adults were caring for 10 children aged 3-4 years in the morning and 9 children in the afternoon.
- **Construction room-** 2 adults and 1 student were caring for 10 children aged 3-5 years in the morning and 13 children in the afternoon.
- **Tabletop room** 2 adults were caring for 13 children aged 3-4 years in the morning.
- **Toddler 2 room** 2 adults were caring for 5 children aged 2-4 years in the morning and the room was closed in the afternoon.

(8)(a) Documentation available demonstrated that two adults were present on the premises during the operation of the early years' service.

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:

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

Compliance Information

(1)

- (h) The service maintained daily attendance records for the children in the care rooms inspected.
- (i) A staff roster which detailed the staff present in the service on the day was available for review.

Non-Compliance Information

(k) A sample of 25 accident and incident records were reviewed and were observed to not have the following information recorded.

- Three forms did not record the child's date of birth.
- Two forms did not include the date of the accident/ incident and the date the form was completed.
- Three forms did not include the parent's signature, and ten forms did not include the date the parent signed the form.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(k) In response to the non-compliance the registered provider has stated that staff attended a team meeting after the inspection June 4th where the practice of recording of accidents and incidents was refreshed with everyone. Procedures for recording accidents and Incidents will be added regularly to team meetings and management will ensure forms are filled in correctly with all relevant information.

Supporting documentation submitted

(k) Documentation from the staff meeting 4 June 2025.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 16(k) 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

(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

Compliance Information

(1)(a)

Basic Needs:

- Children attending the service were provided with a breakfast of cereal, milk and toast at 9:30am followed by a hot meal of pasta, with a tomato meat sauce and cheese at 12 pm, a hot meal of beef stew with mash potatoes at 3pm. Additional and alternative food was available to the children at mealtimes. A choice of water was available to drink and was stored in an accessible position while the children played.

Supporting Relationships:

- Staff were observed to have warm and responsive interactions with the children using soft tones and positive non-verbal communication strategies such as being at the children's level.

- Verbal engagement and communication was held with parents at drop off and collection with staff updating them on their child's day to include meals eaten and developmental achievements.
- Planned activities in the care rooms inspected were observed to be child led which promoted each child's independence and preference to undertake activities at their pace and interest.

Physical Environment:

- The materials and equipment provided to the children in the rooms were suitable to the age and stage of development of the children present. Children had the freedom to choose from materials and equipment available to them. Low level shelving and child sized furniture supported children's independence in the care rooms.
- The care rooms were bright and inviting spaces with children's artwork, family pictures and birthdays clearly displayed for the children to see.
- Rest areas were present in the rooms offering a quiet comfortable area for children to rest and relax during the day.
- Staff were observed engaging with the children in a positive and relaxed manner. Children were guided with clear instructions with reinforcement and encouragement given when required. Any minor disputes between the children were dealt with fairly by staff who gave explanations and explained boundaries to the children.

(3)

No practices that were deemed disrespectful, harmful or neglectful were observed during the inspection in the care rooms inspected.

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:

- External doors were monitored by reception staff to restrict unauthorised persons from gaining access to the premises. Access to the early years' service was restricted to authorised persons by means of a controlled access system and this system also prevented children from leaving the area unsupervised. The outdoor area was secured.
- All hazardous equipment and cleaning materials were stored out of reach of the children on high shelves.

Infection Control:

- Warm water, liquid soap, paper towels and pedal operated bins were available at the wash hand basins used by the staff and children.
- Staff were observed carrying out nappy changing as per the service policy and best practice guidelines.
- The service was well maintained with cleaning schedules present in the care rooms and sanitary facilities.

Safe Sleep:

- Children under the age of two years that required sleep could be facilitated in a standard cot, which had a wipeable cover, sheets and blankets. No children were observed to require sleep during the inspection.

Fire Safety:

- Fire exits and escape routes were observed to be clearly signposted and clear of any obstructions during the inspection.

Outing:

- No outings took place during the inspection.

Non-Compliance Information

General Safety:

1. A Garda vetting disclosure that was available for one staff member was not dated within the previous three years in adherence to with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting'.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. In response to the non-compliance the registered provider has stated that the garda vetting has been renewed. Management will ensure garda vetting renewal is completed in a timely fashion as per policy

Supporting documentation submitted

General Safety:

1. Updated Garda vetting for staff member.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 23 has 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) The registered provider ensured that three staff members were trained in First Aid Responder (FAR) certification with an expiry date of the 9 July 2026. On review of the staff roster a staff member with FAR was available to the children during the operation of the service.

(2)

(a) and (b) First aid boxes were displayed in an accessible and conspicuous position in the service

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.*
- (3) *A record in writing referred to in paragraph (2)(a) shall-*
- (a) *include the nature of the complaint and the manner in which the complaint was dealt with, and*
 - (b) *be open to inspection on the premises by an authorised person.*

Compliance Information

- (1)(a)(b)(c) There was a complaints policy available detailing the procedures to be followed for making a complaint, the manner in how the service deals with a complaint, and the procedures for keeping the complainant informed of this process.
- (2)
- (a) The service had a comprehensive record in writing of any complaints made in respect of the service.
 - (b) The service had documentary evidence to demonstrate that any complaints received were dealt with according to the service complaints policy.
- (3)
- (a) Documentation was available of any complaints made against the service and the way in which they were dealt with.
 - (b) These records were available for inspection by an authorised person.