

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015FL200		
<b>Name of Service:</b>	Luttrell House Creche		
<b>Address of Service:</b>	Carpenterstown Road, Castleknock, Dublin 15, Co. Dublin		
<b>Eircode:</b>	D15 RX31		
<b>Name of Registered Provider:</b>	James Moore		
<b>Service type:</b>	Full Day, Part Time		
<b>Date of Inspection:</b>	28/01/2026		
<b>No of pre-school children:</b>	AM	55	PM 53
<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, 181-189 Lakeshore Drive, Airside Business Park, Swords, Co. Dublin K67 Y5C6.		
<b>Inspection undertaken by:</b>	AM Coyle & Y Kelly		
<b>Title:</b>	Early Years Inspectors		
<b>Authority to Inspect</b>			
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).			
<b>Conditions if applicable</b>	Not applicable.		

### Description of service

Luttrell House Creche is a privately owned full day care service located in Castleknock, Dublin 15. The service is one of fourteen services owned by the registered provider. The service is conducted from a two-storey building with 5 care rooms in operation. The service is registered to operate from Monday to Friday between 7.45 am and 5.00pm providing early years care and education to children aged between 0 and 6 years. There are 3 care rooms on the ground floor of the service namely the Wobbler room, the Toddler room and the Preschool room in addition to a separate sleep room, a kitchen and a dining room, the Preschool room 1 and the Preschool room 2 are located on the first floor of the service. An enclosed outdoor play area is provided to side and the rear of the service. Children of eligible age participate in the state funded early childhood care and education (ECCE) scheme from 9.am – 12.00pm from Monday to Friday for 38 weeks of the year.

### Staffing

There are 13 staff employed in this service including a manager who co-ordinates the day to day operational management of the service and 12 staff members who work directly with the pre-school children. Two staff members are employed in the service to reduce the adult to child ratio and if necessary to work with children with additional needs, posts which are funded by the Minister as part of the Access and Inclusion Model scheme. A cook is employed in the service. The company's area manager was present and in charge of the service on the day of inspection and 2 additional staff members from the company's other services arrived during the course of the inspection. The registered provider was not present during the inspection and is not based in this service.

### 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, premises and facilities. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9,10,11,16,19,22 23,25, 29 & 31; 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.

### Additional Information

This unannounced inspection was conducted following receipt of information to Tusla Early Years inspectorate.

### 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

(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;

#### Compliance Information

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

(b) The area manager was the designated person in charge when the inspectors arrived unannounced on the day of inspection and remained present on the premises for the duration of the inspection.

Following a review of previous inspection records and in discussion with the area manager 10 staff files were reviewed. These included the files for the area manager, 2 staff members from other company locations and 7 members of staff employed in the service all of whom work directly with the children attending the service. The

files for the remaining staff members were found to meet the regulatory requirement on previous inspections and therefore are not included in this inspection report.

(2)(a) One written reference was available from a past employer.

Fifteen written and appropriately validated references were available from a past employer.

(b) Four written and appropriately validated references were available from a source other than a past employer.

(c) Garda vetting disclosures were available for the ten staff members whose files were reviewed. The Garda vetting records reviewed demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) International police vetting was available for 4 staff members who had resided outside of the Irish jurisdiction for more than 6 consecutive months as adults.

(4) Documentary evidence was available to confirm that the area manager and 9 core staff members whose files were reviewed and who worked directly with the pre-school children in the service held a major award in Early Childhood Care and Education at Level 5 - 8 on the National Framework of Qualifications (NFQ) or a qualification deemed by the Minister to be equivalent.

(7)(a) The registered provider ensured that employees were supervised and provided with appropriate induction. In discussion with recently appointed staff members, the staff were able to describe the induction process and the system in place regarding the review of the service's policies and procedures.

### Non-Compliance Information

(2)(d) International police vetting was not available for 1 staff member who had resided outside of the Irish jurisdiction for more than 6 consecutive months as adults.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective Action

(2)(d) Police clearance obtained.

#### Preventive Action

(2)(d) Paperwork review has been added to the Manager's Audit.

#### Supporting documentation submitted

Copy of police clearance.

## Summary Comment

The evidence submitted by the registered provider in relation to regulation 9 – Management and recruitment has been reviewed and accepted.

## Part III – Management and Staff

### Regulation 10 - Policies, procedures etc. of pre-school service

*A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.*

### Compliance Information

The following policies relevant to this inspection were requested and reviewed.

- The administration of medication policy.
- The healthy eating policy.

## 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) On the day of inspection there was an adequate number of staff members working directly with the children attending the service.

(2) The adult to child ratios were correct in the service when the inspectors arrived unannounced to the service and remained so throughout the inspection.

The following adult to child ratios were observed during the inspection:

- In the Wobbler room there were 10 children aged 1 year to 1 year 10 months being cared for by 2 staff members.
- In the Toddler room there were 11 children aged between 1 year 10 months and 2 years 9 months being cared for by 2 staff members.
- In the Preschool room 1 there were 5 children aged between 2 years 10 months to 3 years 8 months being cared for by 1 staff member.
- In the Preschool room 2 there were 12 children aged 3 years 3 months to 4 years 5 months being cared for by 2 staff members.
- In the Senior Preschool room there were 17 children aged between 4 years and 5 years 4 months being cared for by 3 staff members.

(8)(a) The registered provider ensured that 2 adults were present on the premises at all times, verified by staff rosters and staff attendance records maintained at the service.

### Non-Compliance Information

(2) From a review of the following documentation, staff rosters, staff sign in records and the children's attendance records the correct adult to child ratios were not maintained in the service on the following dates:

#### Toddler room:

On the 06/01/2026 there were 12 children aged 1 year 10 months to 2 years 9 months being cared for by 2 staff members.

On the 09/01/2026 there were 12 children aged 1 year 10 months to 2 years 9 months being cared for by 2 staff members.

On the 12/01/2026 there were 12 children aged 1 year 10 months to 2 years 9 months being cared for by 2 staff members.

On the 15/01/2026 there were 12 children aged 1 year 10 months to 2 years 9 months being cared for by 2 staff members.

On the 16/01/2026 there were 12 children aged 1 year 10 months to 2 years 9 months being cared for by 2 staff members.

On the 20/01/2026 there were 12 children aged 1 year 10 months to 2 years 9 months being cared for by 2 staff members.

## Corrective & Preventive Action submitted by the Registered Provider

### Corrective Action

(2) Retraining on the correct adult to child ratios has been delivered and staff have been instructed to alert management if the correct ratio is not being adhered to. Agency staff have been brought in to ensure ratios are covered at all times. Staff from other branches will be used where possible.

### Preventive Action

(2) There have been changes made to the booking system and dates of new starters have been pushed back in order to maintain correct age and room ratios at all times.

### Supporting documentation submitted

Copies of staff rosters.

Invoices for agency staff members employed in the service.

## Summary Comment

The evidence submitted by the registered provider in relation to regulation 11 - Staffing levels has been reviewed by the inspectors and accepted.

## 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;*

*(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

(h) Details of children’s attendance including arrival and departure times were recorded in attendance registers in each care room.

#### Non-Compliance Information

(h) The medicine administration form had not been completed following administration of medication to a child in the service on the 20/01/2026.

(k) Documentary evidence was not available in the service to confirm that an incident report had been completed and shared with parents following a recent incident that occurred in the service.

#### Corrective & Preventive Action submitted by the Registered Provider

##### Corrective Action

(h) The parents of the child which both documents belonged to have since signed the documentation and have been given a copy of the incident report. Training on documentation was completed at a staff meeting held on 09/02/2026.

(k) The parents of the child which both documents belonged to have since signed the documentation and have been given a copy of the incident report. Training on documentation was completed at a staff meeting held on 09/02/2026.

##### Preventive Action

(h) Going forward management will do a classroom check of all paperwork and ensure all documents are filled in correctly and signed off before completing hand over with parents. This is now on the Managers Audit.

(k) Going forward management will do a classroom check of all paperwork and ensure all documents are filled in correctly and signed off before completing hand over with parents.

### **Supporting documentation submitted**

Signed copy of the medication administration form and incident report form.

Copy of the manager's audit.

### **Summary Comment**

The evidence submitted by the registered provider in relation to regulation 16 – Record in relation to pre-school service has been reviewed and accepted.

## **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 observations were made on how each child's learning, development and well-being was facilitated within the daily life in the service:

#### **Basic needs:**

- Throughout the inspection the staff members in all the care rooms were observed to be kind and caring in their interactions. The staff members were observed initiating conversations, listening to and responding to the children in an interested and respectful manner.
- The service provides all meals and snacks to children attending. Mealtimes in the service were observed to be relaxed and pleasant experiences for the children. The children were given plenty of time to enjoy their meals, the staff members sat with the children while they ate, chatting to the children whilst providing assistance and encouragement as needed.
- The children's personal care needs were promptly attended to. Children had their nappies changed regularly and in a timely manner with the staff members observed warmly engaging with the children throughout the procedures and taking the opportunity to chat with the children. Toilet trained children were supervised discreetly when using the toilet and support was given when needed.

- The children’s sleep needs were met during the inspection. The children in the Wobbler room were observed being placed to sleep when they showed signs of tiredness during the inspection with the majority of children in the Wobbler room being placed to sleep in the sleep room adjacent to the care room after they had their dinner. The children in the remaining care rooms who still availed of a daytime nap were placed to sleep for a scheduled period of rest after dinner, on sleep mats set up in the dining room on the ground floor. Each room has spaces equipped with appropriately sized couches, soft matting and cushions for children to rest or relax during the day.
- Outdoor play was facilitated for the children in all the care rooms on the day of the inspection with the children dressed appropriately before going outside.

### Supporting relationships around children:

- Throughout the care rooms staff members were observed to be warm, caring and sensitive in their interactions with children, in turn the children appeared to be comfortable and familiar with their caregivers and within their environment. The service showed a positive regard towards the families of the children and family links were nurtured in the service with family photographs displayed in the care rooms in addition to birthday walls which gave a sense of identity and belonging.
- Familiar routines were in place and children’s transitions were supported in the service as evidenced by the staff members observed signposting which activities were coming next, including snack and mealtimes, nappy changing, sleep time and indoor and outdoor play.
- On the day of inspection staff members were observed to work positively with each other throughout the inspection communicating regularly with each other regarding the children’s care routines and schedules. This facilitated consistency of care for the children.

### Physical and material environment:

- The care rooms were bright and welcoming; the play materials and resources were available on low level shelving in the care rooms allowing children unrestricted access to resources and facilitating independent choice. The children in the care rooms demonstrated familiarity with their environment to access the toys and play resources they chose to play with.
- Clearly defined interest areas were available in the care rooms to prompt and support children to engage in self-directed and imaginative play. Interest areas included home and kitchen corners, shop areas,

construction areas, arts and crafts zones and library corners, with each area suitably resourced with supportive play materials and equipment.

- A wide range of tabletop materials were available while wooden play materials were evident throughout the service. Jigsaws and manipulative toys, small world toys including vehicles, animals, people and figurines, wooden and plastic bricks and musical instruments were amongst the play materials provided. Sensory play materials including playdough paint, paint brushes, sand in a box with cups for pouring were provided in the care rooms.
- The children throughout all the care rooms appeared confident and content in their environment. The approaches used by the staff members and the layout of the rooms, and the outdoor play area supported the children's independence in making choices to access and engage in their preferred play materials and equipment.
- Enclosed outdoor areas were provided to the rear and side of the service. A section of the outdoor area to the rear of the service was partitioned to provide a space for the children attending the Wobbler room to use, a rigid crawl through tunnel along with a playhouse and ride on toys were available for the children to use in this area. The remaining rear garden was spacious and provided the children with the opportunity for running and free movement, two slides were provided along with a see saw and 2 spring mounted rockers. A large sand table was available along with football posts. The area to the side of the service was directly accessible from both the Toddler room and the Preschool room, part of the area was covered with rigid plastic roofing to enable the children to go outside regardless of the weather. Two climbing frames were available in addition to a sand pit and a range of ride on toys.

### Non-Compliance Information

#### Basic needs:

1. In the Wobbler room the children's water bottles were stored on a high shelf both out of sight and reach of the children, this did not facilitate the children in asking for or gesturing that they wanted a drink of water throughout the day.

#### Physical and material environment:

2. The Wobbler room environment did not fully meet the developmental needs of the children as demonstrated by the following:
  - The family wall that was on display in the Wobbler room was positioned at too high a level for the children to see. This reduced the children's opportunity to develop a sense of belonging and connectedness in the service and to maintain links with family and home.

- The books in the Wobbler room were placed out of the children’s reach and were not easily accessible which reduced the children’s opportunities to independently choose a book.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective Action

##### Basic needs:

1. The staff were informed that water should be available and offered to the children throughout the day and not just at mealtimes – there is now a “hydration station” at children’s level in each care room.

##### Physical and material environment:

2. The family wall was moved immediately after the feedback meeting as per the inspector comment and recommendation. The bookshelf in the classroom is back in operation and children can access the books with ease.

#### Preventive Action

##### Basic needs:

1. This subject has been added to the Manager’s audit which is carried out monthly and has been added to the Care Room audit which is carried out the Educator’s monthly to ensure it is kept on their agenda for their classrooms.

##### Physical and material environment:

2. All documentation for children will be at their level going forward. Environments were spoken about and retrained at the staff meeting held on 09/02/2026.

#### Supporting documentation submitted

Photograph of hydration station.

Photograph of relocated family wall.

Copy of manager’s monthly audit.

### Summary Comment

The evidence submitted by the registered provider in relation to regulation 19 - Health, welfare and development of child has been reviewed and accepted.

### Part V - Care of Child in Pre-school Service

#### Regulation 22 – Food and drink

*A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.*

#### Compliance Information

The service provides all meals and snacks to the children in attendance. A 2-week menu plan was displayed in the premises. A selection of cereals and toast with butter was available for the children to have for breakfast in the service up until 9.00am daily, if required. On the day of inspection, the children were provided with a selection of fresh fruit for their morning snack at 10am. Dinner is sourced from an outside catering company with Broccoli vegetable bake served for dinner on the day of inspection. A cook is employed in the service who prepares breakfast and morning snack and reheats and serves the main meal of the day. Afternoon tea is prepared and served by the childcare staff.

### 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

##### Administration of Medication:

- A detailed care plan was available for a child in the service who may need to have medication administered whilst in attendance in the service.
- Medications were stored out of the reach of children. No children were observed having medication administered on the day of inspection.

#### Non-Compliance Information

##### General Safety:

1. An incident occurred in the service on the 20/01/2026 which posed a significant risk to a child in attendance. A child who had a documented known allergy to a particular food was provided with and ate this food; this practice was not in keeping with the services Healthy Eating policy which stated, “that children with allergies and special diets will be carefully supervised and staff are fully aware of all allergies within the setting”. A system was in place to share information regarding children’s food allergies with

staff members involved in the preparation and serving of food and this information was displayed in a prominent location in the kitchen. However, this did not prevent the incident occurring on the 20/01/2026. It is acknowledged that on the day of the inspection, staff members present were familiar with the children who had specific dietary requirements and their care plans.

## Action submitted by the Registered Provider

### Corrective Action

#### General Safety:

1. All Educators have undertaken Allergen Awareness Training and Allergen Management Training. The Healthy Eating Policy has been recirculated and retrained. All staff have undertaken certified EpiPen training.

### Preventive Action

#### General Safety:

1. Management have removed the food from the menu with immediate effect. Reviews will take place on children's care plans every 3 months and documentation has been updated for the care rooms. A new allergen management system has been implemented in the service to clearly identify and label foods and dishes for children with allergens

### Supporting documentation submitted

Copy of staff members allergen training.

Copy of service menu.

## Summary Comment

The evidence submitted by the registered provider in relation to regulation 23 - Safeguarding health, safety and welfare of child has been reviewed and accepted.

## 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 sufficient number of staff members held in-date First Aid Response (FAR) training. Based on a review of the staff members' training records and the service's staff roster, it was evident that the registered provider ensured that a person with FAR training was at all times immediately available to the children attending the service.
- (2)(a) and (b) The first aid boxes were suitably equipped and safely stored in readily accessible positions on the premises, out of the reach of children.

## Part VII - Premises and Space Requirements

### Regulation 29 - Premises

- A registered provider shall ensure that the premises of the service are-*
- (d) cleaned, maintained and repaired, as required, and*

### Compliance Information

- (d) The service was observed to be cleaned, maintained and repaired, as required.

## Part VIII - Notifications and Complaints

### Regulation 31 - Notification of incidents

*A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:*

*(d) a serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise;*

### Compliance Information

(d) There was evidence of compliance with Regulation 31 as a notification of an incident was submitted to the Early Years Inspectorate within 3 working days of such an incident occurring in the service on 20/01/2026.