

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier: TU2015FL242

Name of Service: Parkview Creche

Address of Service: 1 Luttrellpark View, Castleknock, Dublin 15

Eircode: D15 PY83

Name of Registered Provider: Erica Duffy

Service type: Full Day, Part Time, Sessional

Date of Inspection: 24/07/2025

No of pre-school children:	AM	23	PM	23
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Address of the Early Years Inspectorate:	Early Years Inspectorate Area 1 2 nd Floor, Unit 4/5 The Nexus Building Blanchardstown Corporate Park Ballycoolin Dublin 15 D15 CF9K
Inspection undertaken by:	T. Nelson
Title:	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

Parkview Creche is one of five services operated by the registered provider and is a fulltime day care service located in a residential area of Dublin 15. The service is registered to provide early childhood care and education to a maximum of 28 children aged 0 to 6 years Monday to Friday.

Parkview Creche operates from a converted residential premises and has three care rooms. On the ground floor is the Wobbler Toddler room (0 to 2 years 6 months old), a cot room, nappy changing facilities and the kitchen. On the first floor is the Preschool 1 room (2 - 4 years old) and the Preschool 2 room (3 – 5 years old). Further sanitary facilities are available on this floor. A fully enclosed outdoor area is located to the side and rear of the premises.

Staffing

There are currently seven staff employed by the registered provider, the person in charge and six childcare staff who work directly with the children. The registered provider does not work in the service. There were six staff present on the day of the inspection including the person in charge, three childcare staff, and two cover staff from another service operated by the registered provider.

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 and safety. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under regulations 9, 11, 16, 22, 23 and 26. However, on inspection additional non-compliance was identified under Regulation 8. These findings are outlined within the relevant regulation within this report.

A sampling process was used to assess compliance under the following:

- Regulation 16(1)(h)(i)(j)(k) – Record in relation to Preschool Service

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 II - Registration and Register

Regulation 8 - Notification of change in circumstances

(3) Where a registered provider has been unable for good and proper reason to notify the Agency within the time specified in paragraph (1) or (2), as the case may be, of a change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2), the registered provider shall notify the Agency in writing of the change as soon as possible thereafter.

Non-Compliance Information

(3) The registered provider did not notify the agency of the change of the person in charge in the service. The person in charge reported they commenced in the role of person in charge in January 2025.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(3) The registered provider's response did not contain any corrective or preventive actions to address this finding.

Supporting documentation submitted

No evidence submitted.

Summary Comment

The non-compliance identified on inspection under Regulation 8 remains outstanding.

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.

(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) The registered provider ensured that:

- (a) The service had a designated person in charge and named person to deputise as required.
- (b) A review of the roster showed either the person in charge or the deputy person in charge were rostered to be present during the operational hours of the service.
- (c) There was a clear management structure in place, and this was displayed in the hallway of the service.

(2) The staff roster was reviewed and discussed with the Service Manager. The full files of seven staff including two staff who provide cover who were not reviewed on the last inspection on the 2 October 2023 were reviewed along with a Garda Vetting disclosure for a staff member whose file was reviewed on that inspection. The registered provider had completed the following checks:

- (a) Eight validated written references were available from recent past employers.
- (b) Six validated written references were available from a source other than a past employer.
- (c) Garda vetting disclosures had been obtained for all eight staff members. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
- (d) Six adults who had lived in a state other than Ireland for six months or more as an adult had international police vetting from that state available for inspection.

(3) Documentary evidence available showed that all of the checks outlined in (2) had been carried out prior to any of the adults having contact with the children in the service.

(4) The seven staff all worked directly with children attending the service and held either a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications or a qualification deemed eligible by the Department of Children, Disability and Equality.

Part III – Management and Staff

Regulation 11 - Staffing levels

(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.

(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.

Compliance Information

(1) On the day of inspection there were an adequate number of adults available to the children attending the service to meet their care needs. There were six staff available to 23 children present on the morning and afternoon of the inspection.

(2) The adult to child ratios were maintained correctly throughout the inspection. For example:

- A staff member from another service operated locally by the registered provider provided cover for breaks.
- The ratio of adult to children in the mixed age range Wobbler Toddler room was correct throughout the inspection.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:

- (a) the name, position, qualifications and experience of the person in charge and of every other employee, unpaid worker and contractor;*
- (b) details of the class of service and the age profile of children for which the service is registered to provide services;*
- (c) details of the adult:child ratios in the service;*
- (d) the type of care or programme provided in the service;*
- (e) the facilities available;*
- (f) the opening hours and fees;*
- (g) the policies, procedures and statements the service is required to maintain in accordance with Regulation 10;*
- (h) details of attendance by each pre-school child on a daily basis;*
- (i) details of staff rosters on a daily basis;*
- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;*
- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

(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) The registered provider ensured the following records were maintained:

- (a) Details of the name, position, qualifications, and experience of all staff were maintained within the staff files.
- (b) The service Tusla certificate which was displayed in the hallway detailed the class of service and the age profile of children for which the service is registered to provide services.
- (c) The service policy document outlined the adult: child ratios.
- (d) The parent handbook outlined the type of care or programme provided.
- (e) The parent handbook outlined the facilities available within the service.
- (f) The parent handbook outlined the opening hours and fees of the service.

- (g) The registered provider maintained all the policies required in accordance with Regulation 10.
 - (h) Attendance records detailing the daily arrival and departure of the children were maintained.
 - (k) Following a review of a sample of ten records, the registered provider ensured a full record in writing was maintained for accident and incidents.
- (3) All of the records required were available on the day of the inspection.

Non-Compliance Information

(1) The registered provider did not ensure the following:

- (i) The staff roster was not reflective of the staff present on the day. For example,
 - The roster detailed staff who no longer work in the service.
 - Staff who were providing cover were not detailed on the roster.
 - There was no clear outline of who was providing cover for breaks.

Staff rosters should clearly detail the staff to be present, including cover for breaks to accurately plan for sufficient staffing in the premises.

- (j) Following a review of a sample of 10 administration of medication records, two records did not have a parental signature acknowledging they had been informed of the administration of the medication. A full record with an acknowledgment of the administration by the parent must be maintained to prevent miscommunication on the administration of medication.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (i) The service report that staff rosters are completed the week prior to operations. Any changes should be amended on the day if staff are out sick etc. Each of the Management team are aware that changes should be documented the roster either reprinted or the changes to be written into the roster to reflect. The service will be discussing with the senior staff in the setting to ensure they will not allow this to happen going forward.
- (j) The two records were updated. An email was sent to all staff with the service policy regarding the medication management the service have in place. Management will discuss this to ensure that all staff are adhering to the correct sign off of paperwork. Each day if medication is administered the person in charge will oversee and sign off to ensure all steps are followed correctly.

Supporting documentation submitted

- (i) No evidence submitted.
- (j) Sufficient documentary evidence was reviewed.

Summary Comment

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

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 ensured there was adequate and suitable food and drinks available. For example:

- Food offered throughout the day included breakfast of cereal and toast on arrival, a snack of fruit at 10.00am, a hot meal at 12.00pm, and a tea at 3.00pm.
- Parents provide the snacks in the preschool room, and the service provide all other meals. An external catering company supplies the hot meal which is reheated in the service kitchen.
- There was a four-week menu plan available for the hot meal and the documentary evidence available showed there was a varied selection of food available, with alternative options for children with additional or alternative diets. The meal on the day of the inspection was Irish beef stew with vegetables and mashed potato.
- Drinking water was freely available in the care rooms throughout the day.

Part VI - Safety

Regulation 23 - Safeguarding health, safety and welfare of child

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

Compliance Information

General Safety:

- The door to the service was secured on arrival to the service and remained secured throughout the inspection with the lock up high out of reach of children.
- Padding was used effectively in the Wobbler Toddler room to protect children from sharp corner points.
- Radiator covers were fitted throughout the premises.
- Window restrictors were fitted throughout the premises.
- Cleaning products were observed up high out of reach of children.

Infection Control:

- The premises were in a clean and hygienic condition and documented up to date cleaning records were available and displayed in the premises.
- Liquid soap and single use hand towels were available at all wash hand basins used by the children and staff were observed to encourage children to handwash before meals.
- Suitable waste disposal bins were in use throughout the premises.
- The hot meal was suitably reheated in line with food safety guidance.
- Children's snacks in the preschool rooms were stored appropriately refrigerated.
- All cots were fitted with mattress covers and were positioned with sufficient space between them while children slept.

Administration of Medication:

- Children's suncreams were stored out of reach of children and were individually labelled.

Safe Sleep:

- A log was maintained where the temperature of the room and the colour, breathing and position of sleeping children was checked every ten minutes.
- The temperature of the room while children were sleeping was maintained below 20°C.

Fire Safety:

- Walk routes and exits were observed to be clear of clutter and unobstructed.

Non-Compliance Information

General Safety:

1. The blind cord on the left window in the Preschool 2 room was not secured. This posed a potential risk of injury to children. This was identified as a non-compliance in the Preschool 1 room on the previous inspection on the 2 October 2023 and actions put in place failed to prevent a recurrence.
2. The cable from the television in the Wobbler Toddler room was not secured and accessible to children. This posed a potential injury risk to children.

Infection Control:

3. There was no warm water available in the sinks in the service sanitary rooms. This limited effective hygienic handwashing. Temperatures of between 18.6°C and 18.9°C were recorded by the inspector in both the ground and first floor sanitary rooms. Thermostatically controlled warm water is required to support effective hand hygiene.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The blind cord was secured to the hook on the wall. A risk assessment was submitted.
2. The cable is now secured to the wall. A risk assessment was submitted.

Infection Control:

3. The water heating system was not on the day of the inspection. A risk assessment was submitted.

Supporting documentation submitted

General Safety:

Documentation in relation to the above has been reviewed

Infection Control:

Documentation in relation to the above has been reviewed

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances identified under Regulation 23 have been addressed.

Part VI - Safety

Regulation 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 fire fighting 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) The registered provider ensured:
- (a) A record of fire drills was available on the premises with fire drills carried out monthly with the most recent completed on the 22 July 2025.
 - (b) An up-to-date maintenance record was available for the Fire extinguishers and smoke alarms in the premises. The fire extinguishers were serviced on the 3 July 2025, and the smoke alarms were maintained on the 28 May 2025.
- (4) A procedure to be followed in the event of a fire was on display in each of the care rooms.