

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015FL324
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<b>Name of Service:</b>	Charlies Childcare Tigin
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<b>Address of Service:</b>	Swords Business Campus, Balheary Rd, Swords, Co. Dublin
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<b>Eircode:</b>	K67 WY10
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<b>Name of Registered Provider:</b>	Ronnie Carroll
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	07/10/2025
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<b>Date 2 of Inspection:</b>	08/10/2025
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<b>No of pre-school children:</b>	AM	76	PM	70
<b>Day 2</b>	AM	70	PM	70

<b>Address of the Early Years Inspectorate:</b>	2 <sup>nd</sup> Floor, Unit 4/5 The Nexus Building, Blanchardstown Corporate Park, Ballycoolin, Dublin 15
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<b>Inspection undertaken by:</b>	Y Kelly & AM Coyle
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<b>Title:</b>	Early Years Inspectors
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### 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).

<b>Conditions if applicable</b>	Not applicable.
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### Description of service

Charlies Childcare Tigín is a full day care Early Years service located in Swords in Co. Dublin and is registered to operate from 7:30am to 6:30pm Monday to Friday. The service is registered to accommodate preschool children from 0 to 6 years in addition to providing a service to school aged children. The state funded early childhood care and education (ECCE) scheme is offered to children of eligible age and is delivered from 9.15am to 12.15pm from Monday to Friday for 38 weeks of the year. The service is conducted from a 2-storey purpose built detached premises which is located in a business park. There are 7 care rooms in the service namely the Baby room, the Wobbler room, the Toddler room and Pre-school room 1 which are located on the ground floor, Pre-school Room 2, Pre-school room 3, Pre-school room 4 and Pre-school room 5 are located on the first floor of the service. The large hallway on the ground floor of the service 'Activity Street' provides space for the children to have their meals along with some additional play and learning resources.

### Staffing

Two service managers are employed who oversee the operational management of this service, working with a team of 20 staff members who work directly with the children and 3 staff members are employed for catering and household duties. The 2 service managers were present on the day of the inspection, as well as 2 area managers and the group general manager. The managers are not assigned to a care room but are available to provide support across all care rooms as required. There are 4 staff employed to work with the school aged children. There are also 5 bus drivers employed by the service. The registered provider was not present in the service during the inspection. There was an external contractor working in the service on the day of the inspection. In total there are 36 staff employed by the service and there were 25 staff members present on the day of the inspection.

### Methodology

Tusla 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.

The inspection focused on an examination of compliance under regulations 9, 11, 19, 22, 23, 25, 26 and 28. These findings are outlined within the relevant regulations within this report.

As a result, the scope of the inspection included the Baby room, Wobbler room, Toddler room, Pre-school room 1, Pre-school room 2, Pre-school room 3, Pre-school room 4 and Pre-school room 5.

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, management team, 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.

#### Compliance Information

(1)(a) There was a designated person in charge of the service and there was a named person to deputise as required.

(b) The morning manager was present and in charge of the service when the inspectors arrived unannounced to the service at 09:15am.

(2) The files for 37 adults including the person in charge were reviewed, and the following was recorded:

- (a) Fifty-two validated and written references were available from past employers.
- (b) Twenty-two validated and written references were available from a reputable source other than a past employer.
- (c) Garda vetting disclosures were available for 37 adults whose files were reviewed. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring the service to renew Garda vetting every three years.

(d) International Police vetting was available for 27 adults who had lived outside of the state for a period of more than six months.

(4) Documentary evidence was available to confirm that 23 staff members whose files were reviewed and who may work directly with the children in the service held at least 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.*

*(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 the 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 at the service and remained so throughout the inspection.

On the 07/10/2025 the following adult to child ratios were observed during the inspection:

- In the Baby Room, there were 6 children aged 10 months to 1 year 4 months being cared for by 3 staff members.
- In the Wobbler Room, there were 6 children aged 1 year 2 months to 1 year 8 months being cared for by 2 staff members.
- In the Toddler Room there were 13 children aged 1 year 8 months to 2 years 1 month being cared for by 3 staff members.

- In Pre-preschool Room 1 there were 9 children aged 2 years 4 months to 2 years 9 months being cared for by staff members.
- In Pre-school Room 2 there were 13 children aged 2 years 9 months to 3 years 9 months being cared for by 2 staff members.
- In Pre-school Room 3 there were 15 children aged 3 years 8 months to 4 years 8 months being cared for by 2 staff members.
- In Pre-school Room 4 there were 7 children aged 3 years 9 months to 4 years 8 months being cared for by 7 staff members.
- In Pre-school Room 5 there were 7 children aged 2 years 11 months to 3 years 3 months being cared for by 1 staff member.

On the 08/10/2025 the following adult to child ratios were observed during the inspection:

- In the Baby Room, there were 7 children aged 10 months to 1 year 4 months being cared for by 3 staff members.
- In the Wobbler Room, there were 5 children aged 1 year 2 months to 1 year 8 months being cared for by 2 staff members.
- In the Toddler room there were 12 children aged 1 years 8 months to 2 years 1 month being cared for by 3 staff members.
- In Pre-preschool Room 1 there were 8 children aged 2 years 4 months to 2 years 9 months being cared for by staff members.
- In Pre-school Room 2 there were 11 children aged 2 years 9 months to 3 years 9 months being cared for by 2 staff members.
- In Pre-school Room 3 there were 13 children aged 3 years 8 months to 4 years 8 months being cared for by 2 staff members.
- In Pre-school Room 4 there were 7 children aged 3 years 9 months to 4 years 8 months being cared for by 7 staff members.
- In Pre-school Room 5 there were 7 children aged 2 years 11 months to 3 years 3 months being cared for by 1 staff member.

The 2 managers and 1 relief staff member were available to support staff across all care rooms as required.

(8)(a) The registered provider ensured that 2 adults were present in the service at all times. This was confirmed by the staff roster.

### 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:

- Children's meals are cooked onsite using fresh ingredients in the kitchen by the cooks working in the kitchen. On the day of the inspection the children had Chicken Casserole and mashed potato for dinner and ham sandwiches and fruit for tea. On the second day of the inspection mince beef, carrots and pasta was served for dinner and crackers, cheese and fruit for tea. There were alternative food options available for children with additional dietary requirements or preferences.
- Children's water bottles were accessible to the children in the care rooms.
- The children's personal care needs were attended to promptly. Nappies were changed at scheduled times and more frequently as needed. The staff members used the opportunity to engage with and chat to the children. The children who were toilet trained used the toilet independently.
- The children in the Baby room and 2 children attending the Wobbler room, slept in cots in the sleep room in cots when their needs dictated, in keeping with their home routine when appropriate. Four children in attendance in the Wobbler room and thirteen children attending the Toddler room slept on cocoon beds set up in the care room with the remaining children in the Toddler room sleeping on stackable beds. The children aged over two years in the service who required sleep slept on stackable beds set up in their care rooms after the children had their first hot meal in the service.
- Cosy areas were equipped with soft mats, soft child sized sofas, cushions and a selection of books for reading and relaxation.
- All the children attending the service were given the opportunity to spend time in the outdoor area during the inspection.

### Supporting relationships:

- Staff demonstrated warm and caring interactions with the children. There was a welcoming atmosphere in the service. Children were comforted when upset and children received praise from staff.
- Staff soothed children whilst going to sleep with relaxing music playing to provide a calm atmosphere.
- Transitions were well supported in the service. Throughout the care rooms verbal strategies were used by the practitioners to inform and prepare children for up-coming activities and movement.
- Staff communicate with parents through use of a digital software application to share information about children's care needs.

### Physical and material environment:

- There was comfortable furniture with small child sized chairs and tables for children to sit when carrying out tabletop activities or for mealtimes.
- The care rooms were divided into different areas of interest which provided opportunities for a variety of spontaneous play experiences and choice for children. Both the Baby Room and Wobbler room had plenty of floor space to enable the children to crawl, roll and explore and enjoy time on the floor which supported the children's gross motor development. A ball pool with was available in the Baby room for the children to use in addition to a rocking horse and large foam steps to provide opportunities for physical play. There was a sensory play table with sand and sensory bottles to provide opportunities for sensory play. There was a cosy corner with soft mat and sofa with cushions and books for relaxation and story time. In addition, there was a small world area with farmhouse and animals and transportation toys, musical instruments and soft toys. The children's imaginary play experiences were supported in the Wobbler room through the provision of a home area with a play kitchen, dress up resources, a selection of dolls and baby care items. Sensory play experiences were enhanced by the availability of a large sand table along with painting experiences that the children participated in. A range of tabletop materials, musical instruments and small world materials were also provided for the children to use.
- In the Toddler Room and Preschool rooms, the areas of interest included home areas with supportive equipment available to the children including kitchen, role play area and dolls all of which supported the children's imaginary play experiences. There were construction areas with plastic building bricks along with a variety of small world figures and animals to support children's imaginative and dramatic play. Tabletop materials such as construction straws, pegs, pegboards and jigsaws provided opportunities for early numeracy learning. In addition, there were arts and craft materials including paint, pencils, crayons,

paper and scissors to support mark making opportunities and creativity for children. There was a selection of books in the cosy corner and reading areas which supported children’s language development.

### Programme of Activities and its Implementation:

- Staff discussed that there is a key approach in the service.
- Identity and belonging were promoted throughout the service. For example, children’s names were incorporated into songs that were sung with the children. Photographs of children families were displayed on family wall displays in the care rooms in the service and family photographs in a basket in the cosy corner and book area of the Toddler room. In addition, displays included birthday chart display and the children’s artwork. Children’s photographs were on the children’s coat hooks.
- Children were observed at sensory play with sensory materials to include sand, leaves, playdough and sensory bottles.
- Staff read stories and sang songs with the children throughout the day. A staff member read a story to the children and involved the children in the story by asking them about their own experiences, “Could you hear the grasshoppers when you were on holiday?”, “What noise do grasshoppers make?”.

### Non-Compliance Information

#### Physical and material environment:

1. There were limited play resources in the outdoor area to extend children’s play as observed by the following:
  - There was no supportive play equipment available at the play kitchen in the outdoor play areas at both sides of the service to enable the children to extend their play.
  - There were minimal supporting materials in the sand pit for the children to use to support their play experiences.

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

#### Corrective Action

#### Physical and material environment:

1. A selection of new toys have been purchased for all garden areas in the centre.

#### Preventive Action

#### Physical and material environment:

1. Toys will be updated regularly and replaced when lost or broken. Manager and Person in Charge to monitor resource levels. This was discussed at the staff meeting.

## Supporting documentation submitted

- Photographic evidence of new equipment and receipt attached.
- Staff meeting agenda.

## Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance under Regulation 19 has 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 that there were adequate and suitable food and drinks available. There was a three-weekly menu, and all meals are cooked in the service by the 3 staff working in the kitchen.
- There were regular mealtimes throughout the day which included breakfast from 7.30 to 9.00am, snack at 10.00am, dinner from 11.30am to 12pm, tea at 3pm and snack at 5pm. On the first day of the inspection, the children were observed at morning snack time eating fruit, Chicken Casserole and mashed potato was served for dinner, and ham sandwiches and fruit for tea. On the second day of the inspection mince beef, carrots and pasta was served for dinner and crackers, cheese and fruit for tea. There were alternative food options available for children with additional dietary requirements or preferences.
- Children had their own water bottles which were accessible to the children throughout the day.
- The mealtime experience was observed to be a leisurely sociable occasion where children sat together on 'Activity Street' and chatted. The children attending the Baby room ate in their care room.

## 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

##### Infection Control:

- Thermostatically controlled warm water, liquid hand soap, dispensed handtowels and hand dryers were available in the children's sanitary facilities.
- Pedal operated bins were available for waste and disposal of contaminated items.
- Windows were open for air circulation in care rooms and sanitary accommodation.
- Children were observed to wash their hands at appropriate times, such as before eating and after nappy changing and using the toilet.

##### General Safety:

- On arrival to the service, the inspectors observed that the door was secure and monitored by staff.
- Cleaning agents were stored safely out of the reach of the children.
- Children's dietary requirements and allergies were displayed in the care rooms.
- The outdoor play areas were fully enclosed and secured and was mainly surfaced with an impact absorbing surface and artificial grass.

##### Administration of Medication:

- Children's health care plans were displayed and kept in the care rooms.

##### Safe Sleep:

- The temperature of the cot room was recorded as 19.7°C. at 12.15pm whilst 3 children slept. This is within the recommended temperature of 18-22°C. for children over the age of 1 year while they sleep.
- Shoes and excess clothing were removed from children while they slept.

##### Fire Safety:

- Emergency exits were unobstructed in the event of an emergency evacuation.

#### Non-Compliance Information

##### Infection Control:

1. Practices observed during Wobbler room nappy changes were unhygienic and increased the risk of cross contamination. Children from the Wobbler room were observed to be brought to the nappy changing area in small groups during nappy changing time. Whilst the staff members were changing the children,

the other children were waiting in this area. The children attending the Wobbler room were observed playing on the floor and with the bin whilst the staff member changed the other child. This practice does not support effective infection control practice.

### General Safety:

- Practices observed during nappy changing time in the Toddler room posed a safety risk to children. Children from the Toddler room were observed to be brought to the nappy changing area in small groups during nappy changing time. Whilst the staff members were changing the children, the other children were waiting in this area. The children attending the Toddler room were observed to become restless at this time and started climbing on the furniture whilst the staff members were changing the other children.

### Safe Sleep:

- The best practice guidance as outlined in Tusla's sleep provision for children under 24 months was not followed when transitioning 2 children from a cot to a floor bed. Two children attending the Wobbler room aged 1 year 5 months and 1 year 7 months respectively slept on cocoon beds on the day of the inspection. The guidance states that in the circumstances where it has been identified that a child younger than 15 months is developmentally ready to sleep on a floor bed, a risk assessment and sleep plan must be agreed in collaboration with parents. However, the sleep plan for one child was completed when the child was aged 10 months and the parent stated that they had no issue with the child remaining in the cot. The sleep plan for the second child stated that a cot would be preferable as the child slept in a cot at home. This sleep plan had also not been signed by the parent. Children should only move from a cot to a floor bed if all safeguards as outlined in the Tusla guidance has been followed.
- Sleep plans were not available for 7 children aged less than 2 years who slept on Cocoon beds on the floor of the Toddler room.

### Action submitted by the Registered Provider

#### Corrective Action

#### Infection Control:

- Assistance has been provided to the classroom at nappy changing time allowing the staff to take one child at a time. This way there is no increased risk of infection control.

#### General Safety:

- Assistance has been provided to the classroom at nappy changing time allowing the staff to take one child at a time. This way there are no children waiting and getting restless.

**Safe Sleep:**

3. Two new sleep plans have been created with updated information showing evidence that the child is developmentally ready to transition to a floor bed. A second sleep plan has been updated with information from parents.
4. All 7 sleep plans have been received and updated.

**Preventive Action**

**Infection Control:**

1. Staff inhouse training around nappy changing and infection control has been provided.

**General Safety:**

2. Inhouse training was provided and the dangers of children climbing in the nappy changing room was discussed at the staff meeting.

**Safe Sleep:**

3. Sleep plans will be completed in full prior to transition to floor bed. The Manager will monitor this and will ensure that children moving from cot to cocoon bed will have sleep plan completed in advance.
4. All sleep plans must be completed by parents before moving up to the next room and sleeping on cocoon beds.

**Supporting documentation submitted**

**Infection Control:**

- Infection control policy.
- Nappy changing policy.
- Handwashing policy.
- Staff meeting agenda.

**General Safety:**

- Nappy changing policy.
- Accident and Incident policy.
- Staff meeting agenda.

**Safe Sleep:**

- Sleep plans.
- Safe sleep policy.

### Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances under Regulation 23 have been 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 an adequate number of staff were trained in First Aid Response (FAR) and a staff member trained in FAR was available on the premises throughout the opening hours of the service. There were 3 staff trained in First Aid Response (FAR), all of whom were present on both days of the inspection. In addition, there were 2 staff trained in paediatric first aid, 1 of whom was present on both days of the inspection.

(2)(a) Adequately stocked first aid kits were observed in the care rooms in the service.

(b) First aid boxes were stored out of the reach of the children but available to staff as needed.

### 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 (a) A record of fire drills was available on the premises with the last fire drill dated as having been carried out on the 30 September 2025.

(b) The number, type and maintenance record for fire fighting equipment and smoke alarms were available.

Firefighting equipment was last serviced in September 2024, and the smoke alarms were serviced on the 18

August 2025.

(4) Fire evacuation procedures were displayed throughout the service.

## Part VI - Safety

### Regulation 28 - Insurance

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

#### Compliance Information

Evidence of insurance cover was available to demonstrate there was cover for a maximum of 160 children for a full day care service with an expiry date of 27 March 2026.