

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015GY064
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Name of Service:	Child's Play Creche
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Address of Service:	9 Glenview Drive, Riverside, Galway, Co. Galway
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Eircode:	H91 YA33
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Name of Registered Provider:	Phyllis Reddington
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	07/10/2025
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No of pre-school children:	AM	36	PM	24
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Quality and Regulation Directorate, Child and Family Agency, Clinical & Administration Building, Block A (1st Floor- Green Corridor), Merlin Park, Galway
Inspection undertaken by:	F Kelly
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
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Description of service

This private run service operates a full day care early years' service for children aged from 0 months to 6 years. The service operates from 07.45 to 18.00, Monday to Friday. The childcare service is in a residential area on the outskirts of Galway city. It comprises 4 playrooms and 1 dedicated sleep room. After lunch an upstairs playroom is converted into a sleep area for children over 2 years of age to rest. It also has a well-equipped outdoor play area at the rear of the building.

Staffing

There were 13 staff employed in the service, which included a part time cook, 1 manager, 2 deputy managers, 1 maintenance manager, 7 childcare staff members and 1 registered provider. The registered provider does not work on the premises on a daily basis. There were 10 staff members present on the day of the inspection and the maintenance manager attended the service for a short period of time to carry out repairs on the building.

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.

On inspection additional non-compliances were identified under Regulations 11, 19, 20, 23 and 26. 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.

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 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.*

(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) The manager was the designated person in charge and there was a named manager available to deputise in the service.
- (b) The manager and deputy manager were on the premises when the early years inspector arrived and remained on site for the duration of the inspection. Documentary evidence in the form of staff rotas indicated that either the designated person in charge or deputy manager were available, on the premises, when the pre-school children were present.
- The 13 adult files including the registered provider were reviewed.
- (2)(a) Seventeen of the required 26 written and validated references on file were from a previous employer.
- (b) Nine of the required 26 written validated references on file, were from a source other than the staff members previous employer.
- (c) Garda vetting disclosures were available for the 13 adults working in the service. The service demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew garda vetting for staff members every 3 years.
- (d) Documentary evidence indicated that 7 staff had the required police vetting, as they had lived outside the jurisdiction for longer than 6 consecutive months while over the age of 18 years.
- (4) Ten adults working directly with the children had evidence of Quality and Qualifications Ireland (QQI) Level 5 to Level 8 in Early Childhood Care and Education.

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

(2) At 10.30 am on the day of inspection, the following playrooms were in operation.

- Baby room-there were 3 adults caring for 13 children aged between 12 months and 19 months.
- Playschool room-there were 2 adults caring for 8 children aged between 2 years and 2 years 6 months.
- ECCE Preschool room-there were 2 adults caring for 15 children aged between 2 years 6 months and 4 years of age.

At 4.30 pm on the day of inspection, the following playrooms were in operation.

- Baby room-there were 3 adults caring for 7 children aged between 12 months and 19 months.
- Playschool room-there were 2 adults caring for 6 children aged between 2 years and 2 years 6 months.
- ECCE Preschool room-there were 2 adults caring for 11 children ages between 2 years 6 months and 4 years of age.

(8)(a) The staff rosters indicated that there were 2 staff members on the premises at all times.

Non-Compliance Information

(1) During the period of inspection when 3 staff members were taking their lunch break and children in the playschool room were asleep, there were inadequate numbers of adults working and supervising the pre-school children in the upstairs playrooms and may pose a risk to the children.

At times, between 12:00 and 13:00 on the day of inspection, 3 staff members were observed to take their breaks and during this time 2 staff members were observed caring for 21 children attending the Montessori room, which included 5 children from the playschool room. Three children (aged 2 to 3) were asleep in a nearby playroom. The staff in the Montessori room also carried out the sleep checks on the

children sleeping in the playschool room. There were 9 children aged between 2 and 3 years of age and there were 12 children aged between 3 and 6 years of age. The required number of adults to care for the number of children was 3 staff members.

See table below:

Number of children present.	Age range of children.		Required Adult/child Ratio.		Number of staff present	Required number of staff required.
	2 to 3 years	3 and 6 years	1 to 6 for 2 to 3yrs.	1 to 8 for 3 to 6yrs		
3 children asleep and 18 children playing.	2 to 3 years	3 and 6 years	1 to 6 for 2 to 3yrs.	1 to 8 for 3 to 6yrs		
21 children in total	9 children	12 children			2 staff members	3 staff members

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated the following in their reply:

Corrective and Preventive Action

1. We have reviewed the breaks and lunches and have staggered the times to ensure that we adhere to adult to child ratios as outlined in the regulations. We are in the process of recruiting an extra staff member to cover break times and staff leave.

Summary Comment

The Inspector reviewed the actions submitted and the noncompliance identified under regulation 9 have 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.

Compliance Information

- Drinking water was available to all children in individual beakers throughout the day.
- Children were supported during mealtimes with feeding when needed. The main meal of the day consisted of cottage pie and mashed potatoes.
- Children sat at table and chairs or highchairs which were appropriate for their height and or stage of development.
- Nappy changing was carried out regularly and promptly when required and handled in a positive and sensitive manner.
- The individual sleep needs of younger children were met and this was observed on the day by children sleeping at various intervals. Older preschool children were facilitated with a scheduled sleep time after their main meal. The children who did not require a sleep were facilitated in the Montessori room next door.
- Children in the Baby/Toddler room were observed to be free to lie, crawl, pull themselves up and learn to walk in a safe space. This playroom had use of the sheltered outdoor play area with play materials designed for their age and stage of development.
- All the children attending the service spent time playing and exploring in the outdoor play area numerous times throughout the inspection.
- There was evidence that staff members in the playschool rooms were using ongoing observations and interests of the children to create an effective programme of activity for the children in the playrooms. The planning programme displayed in the playroom indicated that the staff reviewed the planned programme as the children required extra time to complete the activities.

Non-Compliance Information

Outlined below are two examples, where staff did not implement the positive behaviour management of the service and this have a negative impact of the behaviour of the children attending this room.

1. In the Montessori room, the staff used a behaviour tracker to account of an individual's child's behaviour. The poster was displayed on a notice board with the child's name and picture and outlined 6 responsibilities that the child must undertake which ranged from playing nicely to following the routine. If the child achieved the desired result, they received a ✓ and if not, they got a x each day. On the Friday they either received a ✓ or a x. Three large x's were displayed on the poster.
2. There was also a behaviour tracker for the whole class in relation to activities during the day. Morning time, outside time, dinner time and outside time. The children's behaviour was rated by 3 coloured faces, a red sad face, an orange face and a green happy face. If the staff gave 3 green happy faces during the day, the class got awarded a star and when 30 stars were collected, they got a toy for the playroom. On the day of inspection, the children were awarded 1 green face, 1 orange face and 1 red face. This practice is at variance with promoting positive behaviour management, praising children and acknowledging their positive actions as was outlined in the service's behaviour management policy.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated the following in their reply:

Corrective and Preventive Action

1, 2

Management had a meeting with all staff to reinforce the importance of positive behaviour strategies. The behaviour tracker was removed and management will review all of the activities taking part in the classrooms in future.

Summary Comment

The Inspector reviewed the actions submitted and the non-compliance identified under regulation 19 have been adequately addressed.

Part V - Care of Child in Pre-school Service

Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

(a) having regard to the number of pre-school children attending the service, their respective ages and the amount of time they spend on the premises, there are adequate and suitable facilities for each child to play indoors and, where required by these Regulations, outdoors, during the day, and

Non-Compliance Information

1. There was no soft seating or an area for the children attending the playschool upstairs to sit and relax during the day. The staff informed the early years inspector that they sit directly on the timber floor, if

they are listening to a story or reading a book. This impacted on the children attending this room as they children did not have a comfortable place to sit on or an area opt of an activity.

2. There was a poor selection of puzzles and jigsaws available to the children attending the Montessori room. There were 15 peg boards available to the children, but there weren't enough puzzles available to the children that had mastered theses puzzles and needed a new challenge. Four jigsaws were all stored together in a plastic bag. There were no photographs of the completed jigsaws to help the children complete the task. This could have an impact on the children as the limited and varied number and type of jigsaws, may not suit the current and new skill levels of the children.

The points below outlined areas where the learning and the development needs of the children were not accommodated and may have an impact on the children attending these playrooms :

3. There was a large dolls house in the playschool room that was void of any furniture or dolls, it contained a plastic box of puppets and a basket of odd toys which were not linked to the playhouse.
4. The interest area provided for larger dolls play in the playschool room and in the Montessori were poorly stocked. In the playschool room the space contained at least 6 unclothed dolls and were all just placed on top of each other on a small cot. In the Montessori room the dolls were stored in a large plastic box that was stored under a shelving unit. There were no accessories or equipment to support the children while they played with the dolls.
5. The dress up costumes in the Montessori room were stored in large box, there were poorly presented, many were stored inside out and were in poor condition. The costumes were not presented in a manner that would encourage the children to use them for pretend play.

Corrective & Preventive Action submitted by the Registered Provider

The registered Provider stated the following in their reply:

Corrective and Preventive Action

1 to 5.

Soft seating and cushions are now in place in the playrooms and the children's comfort is our priority. The staff were made aware that if they require any equipment to inform management. The lay out of the playrooms will be monitored going forward by the management to ensure it is up to standard and suitable for each age group.

Supporting documentation submitted

On the 10/11/25, the registered provider submitted photographic evidence of the layout of the Montessori room and playschool.

Summary Comment

The Inspector reviewed the actions and evidence submitted and the non-compliances identified under regulation 20 have been adequately addressed.

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.

Non-Compliance Information

Safe Sleep:

(1) The temperature of the sleep room that were recorded for sleep children in the baby sleep rooms were inaccurate.

At 13.34, a temperature of 26.3°C was recorded on the electronic application used to record sleep checks. When a staff member was asked how this temperature was recorded, they were unable to demonstrate how this temperature was recorded. The manager explained that the application used by the service automatically stated a temperature and the staff member is required to record the actual temperature when they carry the 10-minute physical checks. There was no thermometer in the sleep room to accurately record the temperature of the sleep room and this posed a risk to the sleeping children .

Action submitted by the Registered Provider

The registered provider stated the following in their reply:

Corrective & Preventive Action

Safe Sleep:

New thermometers have been purchased. The staff and management are now trained in how to use them and have been trained in how to accurately record the correct temperature. This will be monitored by management on a regular basis.

Supporting documentation submitted

On the 10/11/2025, the registered provider submitted a receipt for the purchase of thermometers .

Summary Comment

The Inspector reviewed the actions and evidence submitted and the non-compliances identified under regulation 23 have 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) Two adults working on the premises have undertaken First Aid Responder (FAR) first aid training and were available to the pre-school children attending the pre-school service.
- (2)(a) A suitably equipped first aid box was stored in readily identifiable areas in each playroom and were available to the pre-school children attending the service.
- (b) First aid supplies were available in the kitchen for use in the event of an emergency.

Part VI - Safety

Regulation 26 - Fire safety measures

- (1) A registered provider shall ensure that a record in writing is kept of-
- (a) any fire drill that takes place in the premises, and
 - (b) the number, type and maintenance record of firefighting equipment and smoke alarms in the premises.
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.

Compliance Information

- (1) (a) Written records of the fire drills undertaken in the service were kept by staff with the last fire drill recorded as having been undertaken on the 11/09/2025.
- (1)(b) A certificate of the number, type and maintenance of the firefighting equipment was dated for November 2024.
- (4) Notices of the procedures to be followed in the event of a fire were displayed in conspicuous positions in the service.

Non-Compliance Information

(1)(b) The registered provider did not have a record on file and available for inspection of the maintenance record of when the fire alarm system was last serviced. This posed a fire safety risk to the adults and children attending the service.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated the following in their report:

Corrective and Preventive Action

Fire alarm system and maintenance report has been carried out. The fire alarm system was recently serviced and the maintenance record is now on display. The maintenance company will carry out regular scheduled checks in the future.

Supporting documentation submitted

On the 10/11/2025, the registered provider submitted a record of the service of the fire alarm and notice of a date for the next fire alarm inspection due in January 2026.

Summary Comment

The Inspector reviewed the actions and evidence submitted and the noncompliance identified under regulation 26 have been adequately addressed.