

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015GY196		
Name of Service:	Teddy House		
Address of Service:	153 Rosan Glas, Ragoon, Co. Galway		
Eircode:	H91 NN84		
Name of Registered Provider:	Carlie Healy		
Service type:	Full Day, Sessional		
Date of Inspection:	19/01/2026		
No of pre-school children:	AM	22	PM 15
Address of the Early Years Inspectorate:	Tusla - Child and Family Agency, Early Years Inspectorate, Quality Assurance Directorate, Clinical & Administration Building, Block A- (1st Floor-Green Corridor), Merlin Park, Galway		
Inspection undertaken by:	F Nic Dhonnacha		
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

Teddy House pre-school is privately owned in a residential development in Rosan Glas on the west side of Galway city. This pre-school now offers a full day care service from 08.00 to 18.00, an Early Childhood Care and Education (ECCE) and sessional care programme between 09.00 to 12.00. The pre-school caters for children aged between 2 years and 6 years of age. The preschool has its own kitchen where snacks and meals are prepared, cooked, served and stored onsite. A designated play area is available to the rear of the premises. Parking is available to the front of the building. A child centred play based preschool curriculum focusing on emerging interests is offered.

Staffing

The registered provider operates between her services and is not onsite on a daily basis. The total number of adults employed in the service is nine including the registered provider. There is a manager who is the designated person in charge, a deputy, five childcare workers and an additional person who provides support under the access and inclusion model of care. All nine adults have a qualification in Early childhood Care and Education at Level 5 to 8 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

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-compliance which posed a risk was identified under Regulation 19 and 23. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation 16 Record in Relation to Pre School 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 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 manager who was the designated person in charge and a named person was able to deputise if required.
- (b) The registered provider ensured that the designated person in charge or the deputy person in charge was available during the operation hours of the service.
- (2) Nine files were available and reviewed by the inspector the registered provider the manager person in charge and deputy person in charge and six additional adult files were reviewed. The findings included the following:
- (a) Thirteen of the required 18 written and validated references were available from a past employer.
 - (b) Five of the required 18 written and validated references were available from a source other than a past employer.
 - (c) Garda vetting disclosures had been obtained for all nine adults.

- (d) International police vetting was available for four adults working in the service who had lived in another state for a period longer than six months.
- (4) Nine adults working directly with the pre-school children had a qualification equivalent to a Quality and Qualifications Ireland (QQI) at Level 5 to Level 8 on the National Framework of Qualifications, Care and Early Childhood Education or a qualification considered by the Minister to be equivalent.

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) During the inspection, an adequate number of adults worked directly with the children attending the service.
- (2) The adult to child ratio was maintained on the day of inspection. Five adults cared for 22 children in the morning and 4 adults cared for 15 children in the afternoon.
All children were from 3 years to 5 years of age.
In addition, the manager person in charge was on kitchen duties and assisted with the administration part of the inspection and relief with childcare duties when necessary.
- (8)(a) Records were available that identified that two staff were working on the premises while the pre-school was operating.

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:

- (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.*

Compliance Information

- (g) The policies procedures and service statements were available and reviewed on request.
- (h) Details of children’s attendance was accurately recorded in a child attendance record book.
- (i) Details of staff rosters on a daily basis were available.
- (j) A sample of 23 medication administration forms were reviewed with parental consent and staff signatures.
- (k) A sample of 12 accident and incident report forms were available with parental signatures and person in charge signature observed.

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

Basic Needs (1)(a)

- The service promoted healthy eating and food and snacks supplied by parents and guardians were provided at regular intervals during the sessional and part-time service. The children who attended on a part time basis had a second lunch with a mixture of sandwiches, fruit, crackers and yogurts provided by their parents and guardians for their lunch time meal.

- Children had the opportunity to feed themselves with supervision.
- The children's drinks and sippy cups were available from a drinks station within their reach throughout the session should they feel thirsty at any stage.
- The atmosphere during mealtimes was relaxed, with pleasant social interaction among the children and staff.
- The staff encouraged and supported the children to be independent. Children had the opportunity to feed themselves with supervision.
- The tables and chairs were suitable for the children's ages and stages of development.
- The children had unrestricted access to the toilet and did not have to wait to use the toilet.
- Four younger children wore a nappy on the day of inspection and were changed regularly as required.

Non-Compliance Information

1. The dignity and privacy of the children using the toilet was not maintained on the 19/01/2026. On two occasions, at approximately 12.00 three children could be seen while using the toilet, the half doors were open and their privacy was not maintained. At approximately 12.47 one child was using the toilet and the toilet door was left open. The manager was informed and both the early years inspector and manager witnessed the child while using the toilet. This was at variance with the service policy on toileting as the childrens privacy and dignity was not maintained.

Corrective & Preventive Action submitted by the Registered Provider

On the 13 02 2026 the registered provider advised of the following.

Corrective and Preventive Action

1. New purpose-built toilet cubicles have been purchased that are higher than the cubicles that were in place. The staff will encourage the children to keep the doors closed while toileting.

Supporting documentation submitted

1. A copy of an email from a competent builder who has commenced the work on the replacement of the toilet cubicles in the childrens sanitary area.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 19 point 1 has been adequately 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

- There was a secure kitchen available onsite. The person in charge prepares, cooks, serves and stores the snacks and main meals in the service kitchen.
- On the 19/01/2026 at approximately 10.00 the children had toast, banana and apple for their morning snack with water to drink.
- At approximately 12.00 the main hot meal was served which included lentil curry and rice with milk or water to drink.
- At approximately 14.45 the afternoon meal consisted of a selection of bread-and-butter rolls with ham, cheese and jam fillings with water to drink.
- At approximately 17:00 any children who remained in the service were offered crackers with butter, rice cakes fruit and water to drink.
- There was a 3-week menu plan available on the notice board in playroom 2.
- Water was available throughout the day in an accessible position in both playrooms.

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 internal and external doors and gates were appropriately secured to prevent children from accessing unsafe areas, exiting unsupervised or allowing unauthorised access to the premises.
- The materials and equipment throughout the service were maintained in good condition.
- Storage areas were secured to prevent the children accessing the contents within.
- The hot water in the wash hand basins throughout the service was regulated not to exceed 43°C to avoid the risk of scalding a preschool child.

Infection Control:

- The indoor and outdoor environments were maintained in a clean and hygienic condition.
- The sanitary facilities were appropriately equipped with warm running water, liquid soap and hand paper towels to promote good hand hygiene practices.
- Both the children and the adults washed their hands at appropriate intervals after activities, toileting and before mealtime.
- Tissues were readily available and accessible to the children in each playroom.
- Four children wore a nappy on the day of inspection. A clean intact change mat was available with a separate hand wash basin and a foot pedalled, leak proof nappy bin for nappy changing purposes only.
- Windows were open to allow adequate ventilation in the playrooms throughout the day.
- Active cleaning was observed in each playroom and records maintained.

Administration of Medication:

- No medication was administered on the day of inspection.

Safe Sleep:

- The service had a quiet cosy corner for the children to rest relax or take time away from an activity if they choose to. Playroom 2 was converted after lunch to allow the younger children to have a sleep or rest.
- Foldable sleep mats were used with individual linen and blankets.
- The staff were observed to record safe sleep checks every 10 minutes on the children who were sleeping at this time.

Fire Safety:

- All fire doors were clear of any obstruction on the 19/01/2026.

Non-Compliance Information

Infection Control:

1. A grey foot pedalled lidded bin located in the preschool childrens sanitary area was used to hold the main door open. The main door to the sanitary area was adjacent to the back door leading to the outdoor play area. This posed a risk of cross infection to the preschool children.

Action submitted by the Registered Provider

On the 13 02 2026 the registered provider advised of the following.

Corrective & Preventive Action

Infection Control:

1. The staff members will ensure that the grey pedal bin is behind the door in the sanitary area and the door is closed at all times.

Supporting documentation submitted

Infection Control:

1. The statement from the registered provider was accepted.

Summary Comment

The inspector has reviewed the actions taken by the registered provider. The non-compliance identified under Regulation 23 (1) has been adequately addressed.

Part VI - Safety

Regulation 24 - Checking in and out and record of attendance

(1) A registered provider shall ensure that each pre-school child attending the service is checked in and out of the service by an employee or an unpaid worker.

(3) A registered provider shall ensure that-

(a) no person other than-

(i) pre-school child attending the service,

(ii) a person dropping or collecting such a child,

(iii) an employee, or

(iv) an unpaid worker, can enter the premises without his or her entry being approved by an employee, and

(b) a daily record in writing is kept of the entry on the premises of any such person.

Compliance Information

- (1) A record book was maintained with details of the children's arrival and departure to and from the service daily.
- (3)(a) The registered provider ensured that no person other than the persons outlined in (i) to (iv) entered the service without prior approval. All visitors recorded had written approval by the person in charge.
- (b) A written record was available recording all visitors at the entrance to the service. It was acknowledged that a new visitors book was on order.

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 service provided evidence that two adults trained in first aid responder (FAR) first aid course, were available during the operating hours of the service for the children attending the pre-school service.
- (2)(a) There was a first aid box accessible with content items within date, easily accessible and stored in a conspicuous position.
- (b) The service demonstrated that the first aid box was fully equipped and available to the children attending the pre-school service.

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) A written record was available of the monthly fire drills completed in the service. The last recorded fire drill was dated 19/12/2025.
- (b) Records were available in relation to the number, type and maintenance of fire-fighting equipment with the annual service dated 28/02/2025.
- The smoke and fire detection alarm system for the premises had the last annual service dated 28/02/2025.
- (4) Notices were displayed within the service of the procedures to be followed in the event of fire in the service.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

The preschool service had adequate insurance for 35 children attending a full day care service with an expiry date of 27/03/2026. The insurance covered the following;

- public liability,
- personal accident,
- against fire and theft,
- buildings,
- outings undertaken as part of the service provision.