

Early Years Inspectorate Regulatory Report

Pre School

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| TUSLA Identifier: | TU2015GY218 | | |
| Name of Service: | Roscam Childcare Centre | | |
| Address of Service: | 41 Boireann Bheag, Roscam, Co Galway | | |
| Eircode: | H91 AVN2 | | |
| Name of Registered Provider: | Cathy Quinn | | |
| Service type: | Full Day, Part Time, Sessional | | |
| Date of Inspection: | 18/09/2025 | | |
| No of pre-school children: | AM | 91 | PM 69 |
| 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, F Nic Dhonnacha | | |
| Title: | Early Years Inspectors | | |
| 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

This privately operated service opened in 2005 and offers full day care provision from 07:00 to 18:00 Monday to Friday. This detached purpose-built creche is in a housing estate on the east side of Galway city. The service has 7 playrooms and 3 outdoor secured play areas. The service was registered to cater for preschool children ranging in ages from 1 year 6 to years of age. The service is also registered to cater for school aged children.

Staffing

There were 23 staff employed in the service which included the manager, deputy manager, office manager and cook.

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 23. These findings are outlined within the relevant regulations within this report.

Inspection findings are documented in the inspection report which is first issued in draft format to the service with an opportunity to respond to any findings. Where statutory requirements are identified as not being met, the

registered provider must demonstrate how they have rectified the non-compliance and will prevent any non-compliance from re occurring. The Corrective Action and Preventive Action plan (CAPA) will be used to inform decisions about compliance with regulatory requirements. Where the registered provider fails to meet the statutory requirements an escalation process may be commenced.

The inspectorate reserves the right to edit responses received for reasons including clarity, completeness and compliance with administrative and legal processes.

The contents of the report are compiled by the inspectorate body.

Additional Information

This inspection was based on information received by the inspectorate body.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, 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
- (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.

(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.

(6A) Paragraph (4) shall not apply to an employee of a registered provider where - (a) the registered provider receives funding for the employment of the employee pursuant to a scheme funded by the Minister and known as the Access and Inclusion Model, and (b) the employment of the employee is for the purpose of providing support, pursuant to the scheme referred to in subparagraph (a), for a child attending the service to enable the child to participate in the programme known as the Early Childhood Care and Education (ECCE) funding Programme.”

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

(a) the policies, procedures and statements of the service specified in Schedule 5;

Compliance Information

(1)(a) The registered provider was the designated person in charge and there is a manager onsite who is in charge and a person was available to deputise in their absence.

(b) The registered provider and manager were available throughout the inspection.

(c) During the inspection the inspectors observed that a clear management structure was in place in the service. The registered provider and manager were available. A person was assigned to deputise if the managers were not available.

The staff roster identified the lines of authority and accountability in the service. The specific roles and responsibilities of each employee was detailed in the recruitment policy and information was displayed in each playroom. The adults working in the service demonstrated an awareness of their roles and responsibilities upon discussion with the inspectors.

(2) Twenty-eight files were available and reviewed by the inspectors. The findings included the following:

(a) Forty-seven references from past employers were available. All these references had a record of validation.

(b) Nine references were available from a source other than a past employer. All these references had a record of validation.

(c) Garda vetting disclosures had been obtained for all 27 adults and 1 student. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew garda vetting every 3 years.

(d) International police vetting was available for 18 adults working in the service who had lived in another state

for a period longer than 6 months while over the age of 18.

(4) Twenty-five adults working directly with the children held Early Childhood Care and Education qualifications ranging from Level 5 to 8 on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent.

(6)(a) Three of the 25 adults working directly with the children were providing support under the access and inclusion model of care.

(7)(a) The person in charge advised that all staff are appropriately supervised and provided with appropriate information and where necessary training in relation to the policies procedures and statements of the service and the childcare regulations.

The adults in each care room demonstrated a knowledge of the practices outlined in the service's policies and procedures. Staff members advised that the sharing of the service's policies, procedures and statements with parents occurs on the service's electronic application system. A hard copy folder was available in the office with the signatures of staff who had read the policies and procedures as part of their induction training.

Part III – Management and Staff

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

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

Compliance Information

A sample of policies and procedures specified in Schedule 5 were available and reviewed by the inspectors. The policies reviewed included:

- Policy on Accidents and Incidents
- Inclusion Policy
- Recruitment Policy/Induction staff policy
- Policy on Behaviour Management
- Policy on Safe Sleep
- Complaints Policy

The management and staff in the service stated they had a clear understanding of their roles and responsibilities in relation to the reviewing of service policies, procedures and statements. Both electronic and hard copies were available of the service policies and procedures.

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 period of inspection there were adequate numbers of adults working with the pre-school children attending the service.

(2) At 10:30 on the day of inspection, the following playrooms were in operation-

- Toddlers Room- there were 3 adults and 1 student working with 11 children aged between 19 months and 26 months.
- Wobbler room 1- there was 1 adult working with 5 children aged between 12 months and 15 months.
- Wobbler room 2- there were 2 adults working with 5 children aged between 15 months and 18 months.
- Cub's room- there were 4 adults working with 17 children aged between 1 yr 11 months and 2 yrs 7 months.
- Bear's room- there were 3 adults working with 19 children aged between 2 years 8 months and 3 years.
- Montessori room- there were 3 adults working with 19 children aged between 3.5 years and 4 years.
- Kangaroo room- there were 4 adults working with 15 children attending on a sessional basis.

At 15:00 on the day of inspection the following playrooms were in operation:

- Toddlers Room- there were 2 adults and 1 student working with 10 children.
- Wobbler room 1 - there was 1 adult working with 5 children.
- Wobbler room 2- there was 1 adult working with 5 children.
- Cub's room- there were 3 adults working with 17 children.
- Bear's room- there were 3 adults working with 18 children.

- Montessori room- there were 3 adults working with 14 children.

(8)(a) Documentary evidence in the form of a staff roster indicated that at least 2 staff were on the premises at all times when 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:
- (h) details of attendance by each pre-school child on a daily basis;
 - (i) details of staff rosters on a daily basis;
 - (k) details of any accident, injury or incident involving a pre-school child attending the service.

Compliance Information

- (1)(h) Daily child attendance records were maintained and available for review on the service electronic childcare application.
- (i) Details of staff rosters were available in each playroom for review.
 - (k) A sample of accident, injury or incident records involving pre-school children attending the service were available for review on the service’s electronic childcare application system. The registered provider had records of accidents and incidents in the preschool service. These records demonstrated the immediate actions completed by the staff members and how the parents/guardians were informed of the incident. A sample of 40 records were sampled and reviewed by the inspectors.

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

(3) A registered provider shall ensure that no practices that are disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful are carried out in respect of a pre-school child whilst attending the service.

Compliance Information

(1)(a)

- Children's drinks were available to the children throughout the day, located on a low-level shelf or tables in the playrooms. Older children had access to their drinks throughout the session without having to ask staff members to assist them.
- Children washed their hands before snack time and after outdoor play.
- Children had access to the outdoor space daily. The children were observed playing in the outdoor space on the day of inspection.
- The children's sanitary areas were conveniently located adjacent to the playrooms. The staff were heard giving children little prompts when they picked up cues from the children that they may need to use the toilet. Children were supported when required but were encouraged to be independent.
- There were a range of soft seating options which consisted of low-level child sized sofas and cushions. They were available in all the playrooms for the children to sit and relax. Stackable beds were used for children aged over 2 years to sleep and relax. At 12.45 pm, on the day of inspection, 10 stackable beds were put down in the Bear's playroom and the staff sat with the children while they slept. Any child not requiring sleep or that woke before the rest of the children had the opportunity to play in the other end of this playroom. This was observed on the day of inspection, where 9 children that did not require sleep were playing with puzzles and tabletop activities while the other children slept. The staff engaged and played with these children and the activities did not seem to disturb the sleeping children.
- Each child was physically checked every 10 minutes while they slept and a record of same was recorded on a communication application system. An automatic notification was sent to their parents informing them

of all their child's activities, which included nappy changes, sleep checks, administration of medication and play activities.

- There were no behavioural management issues observed during the inspections, the staff present were observed to speak to the children in calm voices and interacted with the children in a positive manner.
- (3) Practices that were disrespectful, degrading, humiliating, intimidating, emotionally or physically harmful or neglectful to a child were not observed at any stage throughout the inspection.

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

Infection Control:

1. The nappy disposal bin in use in the nappy changing area located between the Cubs Playroom and the Montessori room was not adequate or suitable. It was not sealable, airtight or foot pedal controlled. The bin present in this sanitary area was a flip top bin.
2. There was no hand drying paper available in 3 of the children's sanitary areas. The paper holders were observed to be empty. The staff and children were observed to be using a large tissue roll, which was not suitable to effectively dry hands after hand washing.

Safe Sleep:

3. At 13.20 on the day of inspection, the temperature of the sleep room where the Toddlers slept was recorded by the inspection team to be 20.7°C and at 14.01 pm it was 21°C. The temperatures recorded by the staff members was not accurate. The sleep checks recorded on the electronic devices stated that the temperature was between 16 and 20°C. This is in variance with what was stated in the safe sleep policy, where it clearly stated that the temperature of the sleep room for children attending under 2 years of age will be maintained at a temperature of between 16 and 20 °C.

Action submitted by the Registered Provider

The registered provider stated the following in their reply:

Corrective & Preventive Action

Infection Control:

1. The nappy bin located between the Montessori and Cubs rooms has been replaced with a new model that is sealable, airtight and fitted with a foot pedal, ensuring compliance with hygiene and safety standards.
2. Blue roll dispensers have been installed in all 3 bathrooms/nappy changing rooms used by the children.

Safe Sleep:

3. A wall-mounted thermometer has been installed in the sleep room (battery operated) and a new policy has been implemented to ensure that the sleep room is kept at the correct temperature (16 to 20°C). Management and will ensure that the room is well ventilated and aired before and during sleep time. This will be achieved using open windows, fans and or air conditioning units.

Supporting documentation submitted

On the 16/10/25 the registered provider submitted photographic evidence and a copy of a temperature control policy.

Summary Comment

The inspector reviewed to actions and the evidence reviewed 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) Six 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. Additionally, it was acknowledged that 12 staff had training in Basic First training.
- (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 each room for use in the event of an emergency.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Compliance Information

- Children attending the service were observed to be supervised by qualified staff members throughout the inspection. Staff members were observed to sit with children while they ate, for example- a staff member sat with the children attending the Wobbler 2 room while they ate (the children were aged between 15 months and 19 months) offering the children support and assistance while they were self-feeding.
- Sleep time was supervised by staff members remaining in the sleep room or the playrooms supervising sleep and completing physical 10-minute checks. Children who were able to use the toilet were supported to do so independently. Staff remained nearby as the children’s sanitary areas were conveniently located close to the playrooms. Staff remained within hearing range of the children and encouraged good hand washing hygiene. Children were given the full attention of staff members during nappy changing. The equipment needed for the nappy change was within easy reach and staff remained close by supervising the child throughout.
- Children were supervised at all times while they played in the outdoor play area. The inspection team were informed by staff that they have a routine that they follow to ensure that all children move safely from the Kangaroo playroom (upstairs). The children were counted before they left the room, a staff member goes before and after the children and the children were counted again when they arrived at the play area. The children share this space with other groups of children, so the staff get the children to wear different coloured bibs, so it is easier to account for the children they are responsible for. The staff informed the inspector that children are always supervised while they play.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-
(e) equipped with adequate and suitable sanitary facilities.

Compliance Information

(e) There were 6 nappy changing areas to accommodate 66 children in nappies.

They were in 3 different areas of the creche as follows:

- 3 nappy changing stations between the Wobbler 1 and 2 playrooms.
- 2 nappy changing stations (2 mats and 2 sinks) between the Tots and Bears playroom.
- 1 nappy changing station (1 mat and 1 sink) between the Cubs and Montessori playrooms.

There were 7 children's toilets and wash hand basins to accommodate 77 toilet trained children.

There were in 3 different areas of the creche as follows:

- 2 toilets with wash hand basins between the Tots and Bears playrooms.
- 3 toilets with wash hand basins between the Cubs and Montessori playrooms.
- 2 toilets with wash hand basins upstairs for the Kangaroo playroom.

Part VII - Premises and Space Requirements

Regulation 30 - Minimum space requirements

(1) Subject to paragraphs (2) to (6), a registered provider shall ensure that adequate clear floor space is available in the premises for the work, play and movement of children attending the pre-school service.

(2) A registered provider of a full day care service or a part-time day care service shall ensure that the minimum amount of clear floor space specified in column (3) of Schedule 7 opposite a particular reference number specified in column (1) of that Schedule in respect of the age range of children specified in column (2) thereof at that reference number is available for each child in that age range attending the service.

Compliance Information

- (1)(2) Adequate floor space was provided for in the 7 playrooms for the free movement of children to play.
- The Kangaroo playrooms (aged 2 years 8 months to 4 years) had a total of 54 square metres of clear floor space. This restricts the total number of preschool children to a maximum 20.
 - The Wobblers 1 playroom (aged over 12 months) had 40 square metres of clear floor space.
 - The Wobblers 2 playroom (aged over 12 months) had 40 square metres of clear floor space.
- With 3 nappy changing areas and 3 wash hand basins in use by the 2 Wobbler rooms. This restricts the total number of preschool children to maximum of 28 between Wobbler 1 and Wobbler 2.
- The Toddlers playroom (aged 18 months to 2 years) had 42 square metres of clear floor space.
 - The Cubs playroom (aged 2 years to 2 years 8 months) had 45 square metres of clear floor space.
 - The Bears playroom (2 years 8 months to 3 years 6 months) had 46 square metres of clear floor space.
 - The Montessori playroom had 46.14 square metres of clear floor space.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

(1) A registered provider shall ensure that the complaints policy of the service specifies-

- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,*
- (b) the manner in which such a complaint shall be dealt with, and*
- (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.*

Compliance Information

(1)(a)(b)(c) A complaints policy was available on file. The procedure to be followed by a complainant for the purpose of making a complaint was included in the policy.

The policy set out the procedures as to how a person makes a complaint and the manner the complaint will be dealt with; it also highlighted the procedure for keeping a person who makes the complaint informed on how the complaint is being dealt with. The adults advised that the complaints policy was available to all parents and guardians, on request.