

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015GY255
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Name of Service:	Teddyhouse Childcare
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Address of Service:	37 Rosan Glas, Ragoon, Co. Galway
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Eircode:	H91PP99
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Name of Registered Provider:	Carlie Healy
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Service type:	Full Day
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Date of Inspection:	20/05/2025
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No of pre-school children:	AM	21	PM	22
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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
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Description of service

Teddyhouse Childcare is situated in a residential area in Ragoon on the west side of Galway city. The service operates from Monday to Friday from 08:00 am to 18:00 pm. The preschool provides a full day care part time and sessional service. The building is a two-storey structure with childcare provided in three care rooms located on the ground floor. The younger children have access to a designated sleep room adjacent to the Toddler room and the Montessori room is converted after lunch time for the older children who are tired and require a nap. The rooms in the service included: the Wobbler room (age range: one to two years), the Playgroup room (age range: two to three years) and the ECCE/ Montessori room (age range: three to five years). A kitchen, a staff room, nappy changing area and sanitary facilities are also available on the premises. The designated outdoor play area is located at the rear of the premises. The preschool offers a child centred curriculum based on the interests of the children.

Staffing

The registered provider works between her nearby partner services. There is a named person in charge and there is a named designated deputy person in charge. There is a total of 12 adults working in the premises which includes the registered provider who is supernumerary, a person in charge, a deputy person in charge, a relief person, 2 students (1 over the age of 18 years and 1 under 18 years of age on an Erasmus college placement who were always supervised when interacting with the pre-school children) and 6 childcare workers. Ten staff in total had a Quality and Qualifications Ireland (QQI) at a minimum of a Level 5, Early Childhood Care and Education. The staff have documentary evidence of on-going training and education.

Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation

- Direct observation
- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance, health, welfare and development of child, and safety. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under regulation 15 Record of a Preschool Child and 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 designated person in charge and there was a named person available to deputise in the service.

There was a manager who was the person in charge and a deputy person in charge who was on the premises when the early years inspector arrived and remained on site for the duration of the inspection. The manager was onsite in the morning and returned at approx. 10.30am and remained onsite throughout the inspection.

Documentary evidence indicated that either the designated person in charge or deputy were available, on the premises, when the pre-school children were present.

(2) All 12 files including the registered provider and 2 students were reviewed.

The registered provider works between four preschool services nearby and is not onsite daily. The manager, deputy person in charge, four childcare staff and two Erasmus students were onsite during the inspection and three childcare staff were rostered off duty.

- (a) Fifteen of 24 required validated references on file were from a past employer.
- (b) Nine of 24 required validated references on file were from a source other than a past employer.
- (c) Garda vetting disclosures had been obtained for all 12 adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
- (d) Eight adults required international police vetting which was available on the day of inspection.
- (4) The ten staff members working directly with the children and had evidence of a childcare qualification to at least a major award in Early Childhood Care and Education at a Level 5 on the National Qualifications Framework or a qualification deemed 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) The registered provider ensured that an adequate number of adults were working with the preschool children.
- On the morning of the inspection, there were 21 preschool children present.
- 4 children were aged 1 year to 2 years,
 - 9 children were aged between 2 to 3 years,
 - 8 children were aged between 3 to 6 years.
- (2) The minimum ratio of adults to children was maintained throughout the inspection.
- There were five staff directly caring for these children.
- The manager assisted with the administrative side of the inspection and two Erasmus students were supervised while interacting with the children.

(8)(a) From review of the service roster, it was evident that the preschool service ensures that two adults are on the premises at all times during the operation of the full day care service Monday to Friday.

In the afternoon, of the inspection, there were 22 preschool children present.

- 4 children were aged between 1 to 2 years,
- 7 children were aged between 2 to 3 years,
- 11 children were aged between 3 to 6 years.

There were five staff, directly caring for and supervising these children.

The manager assisted with the administrative side of the inspection and carried out kitchen duties as required.

Part IV – Information and Records

Regulation 15 – Record of pre-school child

(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

Compliance Information

(1) A sample of 13 enrolment forms were reviewed and maintained within the service. The forms were reviewed at random selection with all the information from (a) to (i) available on each form.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

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

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

(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.

Compliance Information

- (1) The particulars outlined from (a) to (f) were displayed on the wall at the entrance to the service and shared with parents at the time of enrolment each year.
- (h) Details of children’s attendance was accurately recorded.
- (i) A staff roster was available which demonstrated how breaks were covered.
- (j) Documentation was available to demonstrate that signed parental consent was required prior to administering medication to a child, should it be required and that administration of medication should be witnessed. A sample of 13 forms were reviewed.
- (k) Details of accidents and incidents were recorded and there was evidence available that parents were informed following an accident or incident involving their child. A sample of 17 forms were reviewed.

(3) The records referred to in (1)(a) to (k) were available for review by the inspector in the service.

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 children's learning, development and well-being was facilitated within the service through the provision of appropriate activities, interactions, materials and equipment, having regard to the age and stage of development of the children.

Basic Needs of Children:

The adults treated the children in a caring and respectful manner and positive behavioural strategies were used during interactions.

The adults conversed with the children in a sensitive manner, used soft tones of voice, engaged with the children at their level and responded promptly to their cues for assistance and comfort in the indoor and outdoor environment. The adults offered praise and encouragement and the children were respected and supported in their choice of individual and group engagement in activities.

A key person approach was observed in each care room, the staff demonstrated an appropriate level of knowledge of the children's interests and individual capabilities. The children were notified and consulted in advance of changes in the activities. The transitions in the programme of care were completed cohesively in a calm manner in the care rooms.

The children were encouraged to be independent in play and learning, whilst caring for their belongings and using the toilet.

Staff supervised and treated the children in a sensitive manner while the children used the toilet.

The children were encouraged and supported to manage their own personal care needs.

The infant's sleep was attended to on an individual basis and an alternative area and activities were offered for children who did not wish to sleep. The infants were encouraged to feed themselves and promoted to be independent.

Mealtime was observed to be a relaxed and unhurried period. Extra portions were offered to the children if they requested more. The children were offered a range of developmentally challenging play and learning activities and the children were observed to be fully engaged and included in all activities in the indoor and outdoor environments. The children transitioned from the indoor to the outdoor area to engage in play-based activities.

Physical and Material Environment:

The indoor and outdoor environments were appropriately resourced with a range of developmentally challenging equipment and materials. The care rooms were bright and colourful displaying the children's artwork and illustrated learning aids in English and Irish. A visual display was available demonstrating a photographic illustration of the children's routine, who is in the class today, all about me and emotions.

Adequately resourced areas of interest included an arts and crafts area, low level tables and chairs for tabletop activities, a dress up area with a large range of costumes, a kitchen, shop corner and nature table. Each room had a selection of books and a soft seating area to rest and relax. Shelving units accommodated individually, labelled containers with a large range of construction, literacy, pretend and manipulative equipment.

Outdoor Play Area

The area was safe and secure with boundary walls and fencing with a coloured artificial grass surface with concrete paths.

The outdoor area located to the rear of the service accommodated a large activity centre with climbing area, see saw and slides, a planting area with strawberries and sunflowers, a sand box, playhouse and rubber tyres. The play area was predominately used on the day of inspection by all children. The children were observed playing on tricycles with trailers, with sand, in the playhouse and some children were on the slide while others looked for the strawberries that were growing in the planting area. Soft wipeable matting was situated in an area for the younger children.

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 entrance to the service was appropriately secured with a bell operated system to monitor people's entry to the service. The internal and external entry and exit points prevented children exiting or unauthorised persons accessing the service. Unauthorised persons were signed in, in the visitor's book.
- The outdoor area was secured with a wall, fencing and gates.
- The children were supervised at all times during the inspection and their arrival and departure to the service was recorded and records maintained.
- The materials and equipment throughout the service were maintained in good condition.
- Medication and cleaning agents were stored in a secured area out of reach of the children. Cupboards were secured with child safety devices to prevent the children accessing the contents within.

Infection Control:

- The service was maintained in a clean and hygienic condition.
- The sanitary facilities were appropriately equipped with warm running water, liquid soap, hand paper towels and lidded, lined and pedal operated bins.
- Both the children and the adults washed their hands at appropriate intervals after activities, toileting and before mealtime.
- The nappy changing mat was clean and intact, with steps up to the changing unit. Aprons and gloves were available to reduce the risk of cross infection.
- The children's bedlinen and personal care items were labelled and stored individually.
- Adequate supplies of disposable tissues were readily available in the playrooms.

Administration of Medication:

- A service policy was available to inform practice. Adequate documentation was recorded for prescription and non-prescription medications that had been given to children.
- Medication was stored inaccessible to the pre-school children in the service office.

Safe Sleep:

- The designated sleep room had an adequate number of standard sized cots for the babies to sleep. Low level beds were available for children over two years of age.

- The sleep room and care room temperatures were maintained between 16-22° Celsius in the sleep rooms on the day of inspection. A thermometer was available for staff to measure and monitor the room temperatures.
- The children's sleep observations were recorded by staff every 10 minutes and records were maintained. These observations included the children's: colour, position, breathing and any remedial actions taken.

Fire Safety:

- The fire exit doors and passageways were clear from obstruction.
- The fire exit routes and fire assembly points were readily identified with clear signage.

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) It is acknowledged that one staff had undertaken First Aid Responder (FAR) first aid training and three staff had up to date paediatric first aid training.
- (2)(a) A suitable equipped first aid box was stored in a readily identifiable area in the filing press in the lobby area near the back door.
- (b) The first aid box was available for use by the adults 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) Records were available to demonstrate that monthly fire drills were carried out in the service. The last recorded fire drill took place on the 29/04/2025.
- (b) A record of the number, type and maintenance for the firefighting equipment was available with the last date of service 26/02/2025.
- A record of the smoke alarm system service history was available. The most recent smoke alarm system maintenance service took place on the 28/02/2025.
- (4) Fire action notices demonstrating the procedures to be followed in the event of a fire 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

Adequate insurance cover was available for 27 pre-school children. The policy is valid until the 27/03/2026.