

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015LK029
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Name of Service:	Busy Kids Creche
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Address of Service:	Ballycummin Village, Raheen, Co. Limerick
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Eircode:	V94PX06
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Name of Registered Provider:	James Moore
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Service type:	Full Day
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Date of Inspection:	07/10/2025
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No of pre-school children:	AM	52	PM	47
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Address of the Early Years Inspectorate:	Tusla Early Years Inspectorate Office, Estuary House, Henry Street, Limerick
Inspection undertaken by:	M Riordan, J Ryan
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
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Description of service

Busy Kids Creche is a private childcare service located on the outskirts of Limerick city, catering for pre-school children aged 0-6 years and offering afternoon care for school-age children. The facility includes six pre-school rooms with five rooms in use at the time of the inspection, a manager's office, a kitchen, a dining room, sanitary areas, nappy changing rooms, and a sleep room. At the rear, there is a large outdoor play area with a sheltered section for all-weather use.

Staffing

The registered provider is the company director who has appointed a regional manager and a local manager who govern the daily operations of the service. There are 22 staff employed to work at the facility. All staff have achieved a major award in Early Childhood Care and Education, or a qualification deemed to be equivalent and comparable to the award.

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.

The inspection focused on an examination of compliance under regulations 9,10,11,16,19,23 and 29.

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 triggered by information received by the Inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the regional manager, the service manager, 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.
- (3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.
- (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.
- (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;
 - (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and
 - (c) these Regulations.

Compliance Information

- (1)(a) A designated person in charge of operating the service was present on the day of the inspection. There was a named person available who was able to deputise if required. The regional manager of the service was also in attendance.
- (b) During the period of the inspection, the designated person in charge was present and the staff roster indicated that this person or their deputy were always available on the premises.
- (c) There was a clear management structure in the service that identified the lines of authority and accountability and the specific roles and responsibilities of each member of the management team.
- (2)(a) Two written and validated references were available for all staff members employed to work at the facility.

(b) References were submitted by staff from either their past employers or from other reputable sources such as colleges and schools.

(c) Garda vetting disclosures received from the National Vetting Bureau of An Garda Síochána were available for all staff employed to work at the service. However, for one staff member the service did not adhere to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years. Please refer to the information outlined under regulation 23 of this report.

(d) Police vetting was available for 3 new staff members who had resided outside the Irish jurisdiction for a period of time in excess of six months.

(3) All vetting procedures were carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(4) All adults working directly with children held an appropriate qualification in Early Childhood Care and Education or an equivalent such qualification.

(7) The registered provider insured that all employees were appropriately supervised and provided with appropriate information and training in relation to the following

(a) the policies, procedures and statements of the service,

(b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act

(c) All relevant regulations.

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

The following policies were reviewed

The Complaints Policy

This policy specified the procedures to be followed when a person made a complaint in relation to the service. It stated how complaints were responded to, managed, progressed, recorded and closed. It stated how the complainant was kept informed throughout the process. It stated the process for the storage of the complaint records and the time frame for retention of such records.

Policy on Behaviour Management

This policy set out how children's positive social, emotional, and behavioral well-being was supported and promoted within the service. It outlined the practices that were prohibited in the service such as all forms of corporal punishment, all degrading or neglectful practices. It specified that the procedures for the protection and

welfare of children were managed in line with the services Safeguarding Statement. It outlined the support offered to staff on how to address children's behavioral and emotional needs.

Policy on Accidents and Incidents

This policy outlined the measures to be taken in the service to prevent accidents and incidents where possible. It outlined the procedures to be followed when an accident or incident involving a child occurred. It outlined the steps that were taken to contact parents or the emergency services if necessary. It described how information was recorded, documented and stored regarding accidents and incidents. Finally, it outlined risk assessment procedures that were taken following any accident or incident encountered in the service.

Policy On Staff Absences

This policy stated how the service responded to both planned and unplanned staff absences. It outlined procedures for staff to notify of staff absences and to return to work. It stated how the adult child ratio was maintained in the event of staff absence. It described how the staff roster detailed absences and staff substitutions.

The Recruitment Policy

The policy set out the procedures and effective systems that were followed when management recruited new staff members. It outlined details of the probation rules of the service. It outlined the vetting requirements and described how vetting was validated. It detailed the procedures for managing vetting disclosures. It detailed how all policies were given to staff members in writing along with guidance information. It stated how staff signed off a document stating they understood the policies. Translation of all policies was available if required.

The Staff Training Policy

The staff training policy set out how staff training needs were identified and addressed. It outlined what resources were provided for training. It described induction training. It outlined the availability of ongoing training and professional development for all staff employed in the service.

Supervision of Staff Policy

This policy stated that employees of the service were supervised and supported in their work each day in relation to all work practices. It outlined the format, duration, and the frequency of supervision which included induction and ongoing supervision. Supervision interviews were held with staff every 3 months and all interview notes were recorded in writing.

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.

Compliance Information

(1) The registered provider insured that at all times there was a sufficient number of qualified adults working directly with the children at the service.

(2) On the 7th of October 2025 there were 52 pre-school children and 12 adults on the premises working directly with the children. The adult child ratio was correct.

There were 7 pre-school children and 2 staff in the Wobbler Room.

There were 12 pre-school children and 2 staff in the Toddler Room 1.

There were 6 pre-school children and 1 staff in the Toddler Room 2.

There were 15 pre-school children and 2 staff in the Preschool Room 2.

There were 12 pre-school children and 2 staff in the Preschool Room 3.

Relief staff were available to replace staff while taking meal breaks. A designated person was available to prepare, cook and serve food to all children who attended the service.

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.*

Compliance Information

(1) The registered providers ensured that a record in writing was kept of the following information in relation to the service:

- (a) The name, position, qualifications and experience of the persons in charge.
- (b) Details of the type of service in operation and the age profile of children for which the facility 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. This was communicated electronically with parents.
- (e) The facilities available.
- (f) The opening hours and fees.

- (g) A record in writing was maintained of policies and procedures required in accordance with Regulation 10 and were found to be comprehensive and detailed.
- (h) Details of attendance by each pre-school child daily.
- (i) Rosters were maintained on a daily basis and available for inspection. These correlated with the numbers that were present on the day of inspection.
- (j) The service had a medication administration record template available that could be used in the event of a child requiring medication to be administered at the service
- (k) Details of any accident, injury or incident involving a pre-school child attending the service. These were dated and signed by both staff and parents.

Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare and development of child

(2) A registered provider shall ensure that no corporal punishment is inflicted on a pre-school child whilst attending the service.

(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

(19)(2) The registered provider ensured that no corporal punishment was inflicted on a pre-school child whilst attending the service. On taking up employment in the service all staff were given the behavior management policy in writing. All procedures outlined in the policy were explained by management. Each employee must sign off so that they understand the policies. Translation of the policies if required was facilitated by the registered provider. Additional training is provided throughout the year when behavioral or emotional issues arise for children. Evidence of recent training completed was available on the day of the inspection.

(3) The registered provider ensured that no practices that were disrespectful, degrading, exploitive, intimidating, emotionally or physically harmful or neglectful were carried out in respect of a pre-school child whilst attending the service. Staff are supervised by managers at the service and have supervision interviews every three months. Managers' reports were completed weekly, and any issues or concerns raised in areas within the service were discussed. There were six staff meetings a year and staff were encouraged to contribute any concerns they have to the agenda for each meeting. Policies were reviewed at all staff meetings.

Staff interviewed on the day had a good understanding of the positive behaviour management strategies to use with children if required.

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:

Adequate measures were taken at the service to ensure a safe, secure, and well-monitored environment for all pre-school children.

Controlled Access: The pre-school main entrance door was securely locked, with entry managed by the office staff to prevent children from leaving unsupervised.

Emergency Exits: All fire exits were unobstructed and clear.

Safe Play Equipment: Toys and play materials were age-appropriate, well-maintained, and free from hazards like pinch points, crush points, or sharp edges.

Waste Disposal: Waste was kept inaccessible indoors and outdoors, with foot pedal-operated, lidded bins ensuring safe disposal.

Chemical Safety: Cleaning agents were stored out of children's reach on a high shelf.

Outdoor Safety: Exit gates were secured to prevent children from accessing unsafe areas, and supervision was continuous during outdoor play.

Infection Control:

A high standard of operational hygiene was maintained throughout the service. Tabletops were cleaned and disinfected before meals and snack time. Handwashing facilities in rooms and in all sanitary accommodations had hot water, liquid soap, and paper towels at all sinks for both staff and children.

Administration of Medication:

A policy was in place at the service to ensure safety with the administration of all medicines at the preschool. All medicines administered both prescribed and unprescribed were documented in writing. Staff were familiar with the procedures outlined in the policy.

Safe Sleep:

A safe sleep policy ensured all children were closely monitored while sleeping and all the necessary precautions were in place to keep children safe while asleep.

Non-Compliance Information

General Safety:

Garda vetting was available for each staff members. However, the vetting for 1 staff member was not dated within the previous three years in adherence to with the Early Years Inspectorate Regulatory Notice 'EYI-RN12.3 Renewal of Garda Vetting'.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

Garda vetting renewal was processed for the staff member whose vetting was not dated within the previous three years. A reminder notification was set up to alert management in the service of all vetting disclosures that were due for renewal

Supporting documentation submitted

General Safety:

Copies of the renewed disclosure was forwarded to the Office of the Early Years Inspectorate.

Summary Comment

The inspector has reviewed the actions and the evidence submitted. The non-compliance identified has been adequately addressed.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

- (a) of sound and stable structure,*
- (b) safe and secure,*
- (c) kept adequately lit, heated and ventilated*
- (d) cleaned, maintained and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities.*

Compliance Information

- (a) The building appeared to be of sound and stable structure both internally and externally and no obvious defects were noted on inspection.
- (b) The premises appeared safe and secured. The front door to the school was securely closed. The outdoor area was well secured preventing any unauthorised access to or exit from this area of the service.
- (c) All areas were well lit by natural light and by artificial light when needed. There was no evidence of mould, mildew, stale smells, stuffiness or condensation.
- (d) Routine cleaning schedules were in place for all internal and external areas.
- (e) There were an adequate number of toilets and wash hand basins and nappy changing facilities available at the service.

Non-Compliance Information

- (d) 1. The floor covering along the corridors throughout the premises was worn, marked and stained, making it difficult to adequately clean these areas. It is acknowledged that work had started on replacing all floor coverings.
- 2. The paint work on the wooden shelves around the sinks used by the children on the first floor was worn and chipped making these areas difficult to clean.
- 3. Maintenance and repair works were required in the outdoor play areas. The damaged perspex covering over the sheltered area needed to be replaced. Weeds were observed between the joining of the rubber mats and paint was worn and chipped on the outdoor picnic benches.
- 4. A water leak from the toilet was observed in the adult sanitary accommodation. This posed a slipping hazard in this area of the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The registered provider stated in the reply to the report that works were nearing completion on the replacement of all floor coverings in the building.
2. New sinks and surrounding unit have been ordered.
3. All required maintenance works were completed in the outdoor play areas.
4. No further leaks were noted in any of the adult sanitary accommodation.

Supporting documentation submitted

Photographic evidence of the completed works along with the copies of the purchase orders of new materials were forwarded to the Office of the Early Years Inspectorate.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances identified have been adequately addressed.