

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015WD032
--------------------------	-------------

Name of Service:	Jigsaw Day Nursery
-------------------------	--------------------

Address of Service:	Ardkeen Business Park, Outer Ring Road, Waterford, Co. Waterford
----------------------------	--

Eircode:	X91YHH0
-----------------	---------

Name of Registered Provider:	Eileen Acheson
-------------------------------------	----------------

Service type:	Full Day, Part Time, Sessional
----------------------	--------------------------------

Date of Inspection:	08/04/2026
----------------------------	------------

No of pre-school children:	AM	45	PM	39
-----------------------------------	----	----	----	----

Address of the Early Years Inspectorate:	Tusla Child and Family Agency, Community Care Buildings, Cork Road, Waterford.
Inspection undertaken by:	E Cullen
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).

Early Years Inspectorate Regulatory Report

Pre School

Description of service

Jigsaw Day Nursery is a privately run full day care, part time and sessional early years service which opened in 2003. The service operates from a purpose-built premises located on the outskirts of Waterford City. Jigsaw Day Nursery is registered to cater for children from 0 – 6 years of age, however, currently accepts enrolments for children from the age of 12 months. The service is open Monday to Friday from 07:30hrs to 17:45hrs. The service has six early years and two dedicated school age classrooms, with appropriate sanitary accommodation, and kitchen facilities off each room. There is a laundry, cleaning storeroom and two dedicated sleeping rooms. There are three outdoor play areas adjacent to the rear of the building. A school age childcare programme is available for children aged 5 to 12 years with transport to and from the local schools.

Staffing

The service currently employs twenty-eight staff members, which includes management, early years staff working directly with preschool children, a school aged staff team and taxi drivers. The registered provider works directly in the service, and a co-owner is also available. A student was also present on a work experience placement. Relevant staff members held qualifications in Early Childhood Education and Care or equivalent at Level 5, 6, and 8 on the National Framework of Qualifications.

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

Early Years Inspectorate Regulatory Report

Pre School

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– Management and Recruitment, 11 – Staffing levels, 16 - Record in relation to pre-school service, 19 - Health, welfare and development of child, 23- Safeguarding health, safety and welfare of child, 28 – Insurance, ; however, on inspection additional non-compliance which posed a risk was identified under Regulation 29- Premises. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation 16. As a result, the scope of the inspection included Caterpillar one and two, and Butterfly one and two rooms.

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 registered provider, manager, staff and children who were present on the day of the inspection.

Early Years Inspectorate Regulatory Report

Pre School

Statutory Notices

Notice	Date Served	Detail
Immediate Action Notice IAN1401	08/04/2026	International police vetting for one staff member was not available in English or Irish.
Status	The registered provider submitted corrective and preventative actions which addressed the statutory notice.	
Improvement Notice IN1381	08/04/2026	International police vetting for one staff member was not available in English or Irish.
Status	The registered provider submitted corrective and preventative actions which addressed the statutory notice.	

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)(b) The registered provider was designated person in charge on the day of inspection, and a manager was available to deputise as required.

(2) Documentation was reviewed for 31 adults presented by the registered provider as an employee, contractor or student.

(a)(b) Two validated references were available for each adult from either a past employer, or from a source other than a past employer.

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

Early Years Inspectorate Regulatory Report

Pre School

(d) Police vetting was available for three staff members who had lived outside the state for a period over 6 months.

(4) Certificates of qualification were available on file demonstrating that relevant staff members held a qualification at the minimum level 5 and above on the National Framework of Qualifications.

Non-Compliance Information

(2)(d) See Statutory Notice section in relation to Immediate Action Notice IAN1401 and Improvement Notice IN1381 served.

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) On the day of inspection there were adequate numbers of staff were working directly with the children. There were 45 preschool children with 11 staff members directly supervising them during the morning of the inspection and in the afternoon, there were 39 preschool children with 11 staff members directly supervising them.

(2) On the morning of the inspection, the staff to child ratios were maintained as follows throughout the service:

- In Caterpillar One, there were 9 children aged 12 to 24 months old being cared for by 3 staff.
- In Caterpillar Two, there were 10 children aged 2 to 3 years old being cared for by 3 staff.
- In Butterfly One, there were 16 children aged 3 to 4 years old being cared for by 3 staff.
- In Butterfly Two, there were 10 children aged 4 to 5 years old being cared for by 2 staff.

The Sunflower and Daisy rooms were closed for preschool midterm. These rooms were in use by school aged children, along with an older school aged classroom.

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)(a) – (k)

The registered provider ensured that all relevant information was accessible and available for inspection by authorised persons. Information notice boards in the lobby displayed relevant staff information, the Tusla registration certificate was on display providing confirmation of the class of service registered. Staff rosters were available in each classroom.

Each early years room was responsible for maintaining records of attendance, administration of medication and any accident or incident records in digital or paper records.

Early Years Inspectorate Regulatory Report

Pre School

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

Staff members were observed to treat children with respect and a positive regard. They sat with children in small groups or individually, engaged in conversation with and listened attentively to the children as they spoke. An example of this was observed when a group of children were engaged in a planting activity. The group discussed the germination of the seeds which had taken place. Each child took a seedling and planted in their pot. Conversation between children and staff members flowed naturally throughout the activity as children were actively engaged. Staff members also supported children's learning and reflection as they showed children images of sunflowers which their seeds would grow to be. They also had photographs of previous children who had completed the activity and continued to grow their seedling to bloom at home.

Interactions between children and staff were playful and demonstrated the close relationships which have been built. One example observed was when a staff member got up from her chair and two children quickly climbed upon it. They joyfully called out to her laughing 'we're sitting on your chair!'. Staff members also supported children to regulate their emotions and navigate turn taking and sharing in age-appropriate ways. In discussion with staff members and observation of emotion walls in the service, behaviour management focuses on the learning and understanding their emotions.

Children were represented in their environment, using family walls and visual displays of daily routines. The use of real images of the children in the group supported children to make connections with the daily routine.

Parent and guardian communication during collection and drop off periods, provided an opportunity for staff to share information with parents. The service's communication application was used to share daily information, pictures and observations.

Early Years Inspectorate Regulatory Report

Pre School

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:

There was a keypad and buzzer entry and exit system in place on the main entrance door and side access gates of the building to prevent unauthorised persons gaining entry or children exiting unsupervised. Access was monitored and controlled by staff. The kitchens and staff areas were inaccessible to children. All cleaning agents were stored safely and out of reach of children.

Risk assessments were completed for each room to ensure equipment and materials used in each of the rooms were appropriate for use by the age range of children using them. Accident and incident books maintained a record of any incidents, these were completed in detail and signatures confirmed that relevant parents, staff and a manager were informed.

All blind cords were securely mounted out of reach of children. Room temperatures were monitored in each room by staff, temperatures were maintained between the required 18°C to 22°C in the early years rooms.

All highchairs, tables and chairs used by children were in good condition and suitable for use by the age range of children using them. Equipment and materials used in each of the rooms were appropriate for use by the age range of children using them, for example small items which may pose a risk of choking were not observed in room occupied by younger children. The outdoor play area was maintained to a good standard and free from hazards and monitored daily by staff members prior to children having access.

Warm water used by children for handwashing was thermostatically controlled and maintained below 43°C in all sinks assessed on the day.

Administration of Medication:

Digital and paper medication records documented the details of any medications which had been administered in the service in line with the service policy on administration of medication. Medications supplied by parents were stored securely and inaccessible to children. Health care plans were put in place where required.

Early Years Inspectorate Regulatory Report

Pre School

Safe Sleep:

Staff were familiar with best practices in safe sleep and carried out physical checks on individual sleeping children, every 10 minutes, recording individual children's sleep positions, colour and breathing. A staff member remained in each sleep room while children were sleeping. The sleep room temperatures were continually monitored by staff, with a digital thermometer located in each sleep room. Staff were familiar with the services sleep policy which was displayed in the sleep room. The sleep room temperatures were recorded while children were asleep and were maintained within the required temperature range of 18°C to 22°C for children over the age of one.

Non-Compliance Information

Infection Control:

Some nappy changes practices observed were not in line with the services nappy changing procedure. Staff and children's hands were not always washed after each nappy change. Changing mats were not consistently cleaned after each individual child.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

Staff members have re-read and signed that they fully understand the nappy changing policy. All staff members are freshly aware of our nappy changing policy. Management will spot check that this is adhered to all times.

Supporting documentation submitted

Infection Control:

Nappy changing policy.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The noncompliance identified has been adequately addressed. Implementation will be reviewed on next inspection.

Early Years Inspectorate Regulatory Report

Pre School

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

The service demonstrated insurance cover for a full day care for up to 155 children at any one time, including 77 school aged children. The insurance policy commenced 28 March 2026 and will expire 27 March 2027.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-
(c) kept adequately lit, heated and ventilated

Non-Compliance Information

(c) The internal nappy changing area between caterpillar one and two rooms was inadequately ventilated. The ceiling fitting mechanical unit did not appear to be working. The room was warm and stuffy. Two wall mounted air circulation fans were observed in use.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

We have had the electrician access the vent in the nappy changing room. He has advised us that he has ordered the replacement vent and will be fitted as soon as possible. Monitor all vents monthly to ensure they are working properly.

Supporting documentation submitted

Letter from electrician confirming works required.

Summary Comment

This regulation remains non-complaint as the service is awaiting the completion of required works.