

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2017FL506
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Name of Service:	Parkview Creche
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Address of Service:	21 Warren Avenue, Carpenterstown, Dublin 15
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Eircode:	D15 FX25
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Name of Registered Provider:	Erica Duffy
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	09/04/2026
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No of pre-school children:	AM	16	PM	15
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Floor 7 Brunel Building, Heuston South Quarter, St John's Road West, Kilmainham D08 X01F
Inspection undertaken by:	JA. Mc Kimm
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).

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Description of service

Parkview Creche is a full day care service that is located within a residential area in North Dublin and provides early education and care to a maximum of 25 children aged from 1-6 years old Monday-Friday from 07.45am-18.00pm. The service also partakes in the Early Childhood Care and Education (ECCE) programme. The service is one of five services that is operated by the registered provider. The service operates from a converted residential dwelling and has three care rooms including the Wobbler Room (1 to 2 years) on the ground floor and the Toddler room (2 to 4 years old) and Preschool room (3 to 5 years old) on the first floor. There are sanitary facilities located on each floor, a cot room located off the Wobbler Room and a kitchen on the ground floor and an office on the first floor. A fully enclosed outdoor area is located to rear of the premises.

Staffing

The registered provider does not work within the service and employs 8 adults that work within the service. This includes a person in charge and seven childcare staff. On the morning of inspection, there were 4 adults present including the person in charge and 3 adults working directly with the children. The registered provider was not present on the day of inspection.

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

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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 the following regulations:

Regulation 15(1)(a)-(i) Record in Relation to Pre-School Child.

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*
- (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-

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- (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.

Compliance Information

- (1)
- (a) The registered provider ensured that there was a designated person in charge and a named person to deputise as required.
- (b) The person in charge was present when the inspector arrived and was present for the duration of the inspection.
- (c) Staff were clear around their roles and responsibilities and reporting structures within the service.
- (2) It was confirmed by the person in charge that there were no new adults employed by the service since the last inspection on the 30 July 2025 when all staff files were reviewed. However, the file of a cover staff member for the service was reviewed on the day of inspection.
- (a) Two written and validated references were available from a past employer.
- (c) Garda vetting disclosure was available for one adult. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
- (d) International police vetting was available for one adult.
- (3) Evidence was available to demonstrate that the procedures specified in paragraph (2) were carried out in relation to one adult before employment commenced.

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- (4) Evidence was available to show that one adult who worked directly with the children held a major award in Early Childhood Care and Education at a minimum of level 5 on the National Framework of Qualifications, or a qualification that is deemed of equivalence by the Minister.

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) There were three adults caring for sixteen children in the morning and there were three adults caring for fifteen children in the afternoon. In addition, the person in charge was available to provide support in the care rooms as required.
- (2) The adult to child ratios were maintained correctly throughout the inspection.

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;*

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- (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.
- (3) A record in writing referred to in paragraph (1) or (2) shall be open to inspection on the premises by-
- (a) a parent or guardian of a pre-school child but only in respect of the record relating to that child,
- (b) an employee who is authorised in that behalf by the registered provider, and
- (c) an authorised person.

Compliance Information

- (3) (c) Records were open to inspection by an authorised person. All records requested by the inspector were available for review.

Non-Compliance Information

- (1) A sample of twelve children's registration records were reviewed as part of the inspection. The registered provider ensured a full record (1) (a-f) and (h-i). Registration records did not include (g) the name and telephone number of the child's registered medical practitioner. It is important to have this included so that swift and prompt medical treatment can be administered to children in an emergency.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

- (1) The service has added (g) the name and the telephone number of the child's medical registered medical practitioner, to the registration forms and requested families to forward on the information. Registration forms are now updated to ensure all the correct information is collected before a child starts in our service.

Supporting documentation submitted

Photographic and documentary evidence has been submitted

Summary Comment

The inspector has reviewed the corrective and preventive actions and evidence submitted. The non-compliances identified under Regulation 15 have been addressed.

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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-

(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

Compliance Information

(1)

(b) The following practices were observed on the day of inspection which supported the health, welfare and development of the children attending:

- Staff members were observed to interact warmly and kindly, using gentle and reassuring tones of voice, to support the children. This was evident particularly during transition times on the day of inspection.
- Children were provided with regular meals and snacks and staff chatted and engaged with children during mealtimes. The food served was reflected in the service menu. On the morning of the inspection children in the care rooms were served a snack of fruit and yogurt. A hot lunch of meatballs and mash was served with a hot alternative meal available for children who did not eat the meal offered.
- Staff interacted with the children, supporting them and encouraging conversations and developing literacy at various points throughout the day for example at story time, when playing outside and during play activities.
- All of the children had the opportunity to engage in outdoor play and were appropriately dressed for the weather. The outdoor space allowed children to move freely, explore, and engage in appropriate risk taking, supporting the development of their gross motor skills as well as their confidence and independence
- Staff participated in the children's play experiences helping to extend and develop them. Toys and materials were stored on low and accessible shelves which were visible and easily accessible enabling the children to independently access their choice of activity.

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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 door leading into the premises was appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.
- There were no flexes or cables observed that were accessible to the children.
- There were handrails on the staircase to ensure children's safety.
- Toys and equipment were maintained in good condition free from hazards.

Infection Control:

- Windows were open in the care room to allow fresh circulation of air.
- The premises was observed to be in a clean and hygienic condition. There were cleaning schedules on the display and updated in the care rooms and sanitary facilities.
- Foot operated pedal bins were in use for the appropriate disposal of waste in the care rooms and sanitary facilities. These were observed to be in good working order

Safe Sleep:

- Staff were noted to be aware of safe sleep practices and children were observed to be monitored while sleeping every 10 minutes.
- Children under two years of aged were provided with a cot for sleeping.

Fire Safety:

- On the day of inspection all fire emergency exit doors were clear from obstruction. In addition, attendance records were accurately maintained on the day of inspection. This supports safe evacuation in the event of an emergency.

Non-Compliance Information

General Safety:

1. A safety lock on a press containing hazardous cleaning materials was broken and as a result hazardous cleaning products were potentially accessible to children. It is acknowledged that cleaning products were removed during inspection and a new safety lock was installed by 3pm on the day of inspection.

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2. A storage cupboard on the first floor adjacent to the preschool room which stored hazardous cleaning materials was unlocked. It is acknowledged that during the inspection this was rectified.
3. The sanitary basin where all children in the service washed their hands after outdoor play did not have warm running water. The water temperature was recorded at 10°C which does not allow for effective hand washing in line with HSPC guidance in relation to infection control protection measures and the services hand washing policy which states that “children should rinse their hands under running water, no less than 15°C and no more than 43°C until they are free of soap and dirt”.
4. Staff belongings including handbags were accessible to children and posed a potential safety risk to children.

Infection Control:

5. Nappy changing and hand washing was observed to be at variance with the service nappy changing and hand-washing policies and was not in line with best practice. This was evidenced by the following:
 - Disposable gloves were not used effectively to eliminate the risk of cross contamination during nappy changing.
 - Six children were observed not to have their hands washed after nappy changing.
 - Staff members did not wash their own hands after changing children’s nappies.
 - The nappy changing unit was not effectively cleaned during nappy changes.

This posed a risk of infection and cross contamination.
6. The covering on the sofas in Wobbler room and in the outdoor play shop were ripped with foam exposed which does not allowed for adequate cleaning and posed an infection risk.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. This was rectified on the day of inspection; all products were removed and a new lock purchased and installed during the inspection. A sign has been attached to the door to remind staff to keep it locked at all times.
2. The service attached a sign to the door to remind staff to keep it locked at all times and have permanently removed the cleaning products from this press. This was actioned on the day of inspection.
3. Staff have been advised to no longer use that sink as it can’t be thermostatically controlled. The service has reverted to pre covid routine of washing the children’s hands after garden time upstairs in the children’s sanitary area where there is sufficient warm running water and two sinks.
4. Staff belongings were removed and placed on the top shelf out of reach from children and staff have been advised to keep their belongings on the high shelf of the storage unit out of reach from children.

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Infection Control:

5. Initially, relevant staff were issued with a copy of the policy and procedure and advised completing the nappy changing procedure training again. Relevant staff members have now completed nappy changing training as there was a failure to follow the correct procedure and hygiene standards risking contamination and infection.
6. The sofa in the wobbler room has been reupholstered, the one in the garden has been discarded. Staff have been reminded to ensure they inform management of any materials or furniture that needs replacing or repair.

Supporting documentation submitted

General Safety

1. Photographic evidence has been submitted.
2. Photographic evidence has been submitted.
3. No evidence submitted.
4. No evidence submitted.

Infection Control:

5. Training certificates submitted.
6. Photographic evidence submitted.

Summary Comment

The inspector has reviewed the corrective and preventive actions and evidence submitted. The non-compliances identified under Regulation 23 have been addressed.

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Part VI - Safety

Regulation 25 - First aid

- (1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.*
- (2) A registered provider shall ensure that a suitably equipped first aid box for children-*
- (a) is safely stored in an easily accessible and conspicuous position on the premises, and*
 - (b) is available to the children attending the pre-school service at all times.*

Compliance Information

- (1) The person in charge was trained in First Aid Response (FAR), expiry date of April 2027 and was immediately available to the children attending the service. Additionally, the person in charge ensured that three staff held up to date FAR certification and were immediately available to the children as needed.
- (2) (a)(b) Suitably equipped first aid boxes were available to the adults caring for the children and were safely stored in an easily accessible and conspicuous position in the care rooms.

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 fire fighting 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) The records available demonstrated that fire drills are held monthly within the service and the service conducted a fire drill on 20 March 2026.
 - (b) Records demonstrate that the firefighting equipment including smoke alarms had been serviced annually, with the last service taking place on the 19 August 2025.
- (4) There was a notice of the procedures to be followed in the event of fire displayed in a conspicuous position in the service.

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Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

The registered provider had a valid certificate of insurance for a full day service for 22 children, expiring on 27 March 2027.