

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier: TU2017FL506

Name of Service: Parkview Creche

Address of Service: 21 Warren Avenue, Carpenterstown, Dublin 15.

Eircode: D15 FX25

Name of Registered Provider: Erica Duffy

Service type: Full Day, Part Time, Sessional

Date of Inspection: 30/07/2025

No of pre-school children:	AM	17	PM	17
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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, Dublin 8 D08 X01F
Inspection undertaken by:	L.A Webster and E. Griffin
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

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 08:00am-17:30pm. 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 to include 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. The sanitary facilities are 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 7 adults that work within the service. This includes a person in charge and six childcare staff. On the morning of inspection, there were 5 adults present including the person in charge and 4 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

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 9 Management & Recruitment, Regulation 16 Record in Relation to a Pre-School Service (h), (i), and (k). Regulation 19 Health Welfare and Development of Child, and Regulation 23 Safeguarding the Health, Safety and Welfare of Child and regulation 32 Complaints.

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 as a result of information received by the inspectorate on 16 July 2025.

An immediate action notice was issued to the registered provider on 30 July 2025 in relation to a concern identified under Regulation 23, Safeguarding the Health, Welfare and Development of child. A response which adequately mitigated these concerns was received on 31 July 2025. Further details are available under Regulation 23.

The safeguarding statement has been referred to the CSSU for assessment and follow up if required.

Acknowledgments

The inspectors wish 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-

- (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.

(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;
- (c) these Regulations.

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 service manager was present and in charge of the service when the inspectors arrived and was present for the duration of the inspection.

- (c) The service had a clear management structure with clear roles and responsibilities outlined, which was detailed on the staff roster.
- (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 14 October 2024 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) One written and validated reference was available from a past employer
 - (b) One written and validated reference was available from a source other than a previous 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) There was no evidence to suggest that international police vetting was required for one adult.
- (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.
- (7) (a) A review of seven training records showed staff had been updated with information on the service policies and procedures including health and safety, risk management, child protection, and supervision of children.

Non-Compliance Information

(7) (c) **Staff supervision**

The registered provider did not ensure that staff had been provided with appropriate ongoing supervision which can have result in potential gaps in safe practice. This is evidenced in the non-compliance under Regulation 16.

There was documentary evidence to show that the roll out of staff supervision, staff appraisals and annual reviews were at variance with the service's policy. Out of seven staff supervision records,

- There was no documented evidence available that there was ongoing support and supervision for three staff members.
- Two out of seven supervision records did not include a staff or management signature.
- Two out of seven records did not have the date that the supervision took place.
- Documentary evidence available showed one staff member had not received support or supervision since 2022, and another had not received support or supervision since 2017

Staff require documented ongoing support and supervision in order to effectively meet the requirements of the regulations.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Supervision records have been updated for staff members. More care will be taken to ensure staff supervision meetings are more frequent and filed accordingly.

Supporting documentation submitted

Documentary evidence submitted.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 9.

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 four adults caring for 17 children in the morning and there were five adults caring for 17 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 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.

(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)
- (h) Details of attendance by each pre-school child were stored at the entrance of the service as the children arrived. Staff ensured the details of each child's attendance was accurately recorded.
 - (i) The registered provider ensured that there was an accurate record of the staff roster containing the details of the staff rostered on the day of inspection.
- (3) Records were open to inspection by an authorised person. All records requested by the inspection team were available for review.

Non-Compliance Information

- (1) (k) A review of documentation and discussion with staff identified that a recent incident that had occurred in the service which was not reported to parents. Parents must be informed of any incidents involving their child in order to be informed of the steps that they may need to take to provide for their appropriate care. This was at variance with the services policy. It is acknowledged that completed accident and incident reports were maintained.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Parents were called in for a meeting the next day and informed of the alleged incident involving their child. In future our policies will be carried out diligently regarding accidents and incidents.

Supporting documentation submitted

None submitted.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 16 (k).

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.

(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)(b) The following practices were observed to be in place to support the children in the service:

- Snack time was observed to be interactive, and children were supported by staff to eat independently and offered support when needed.
- All children were observed to spend time in the outdoor play area.
- Children were observed to move around their rooms freely, and to independently choose their activities.
- Activities and materials available were suitable for the age and stage of the children in the care rooms.
- The staff interacted with the children in a respectful, warm and sensitive manner. Children were responded to when they required attention. Appropriate communication using soft tones was observed and children were provided with comfort when needed. The staff were observed to sing songs with the children throughout the day.
- The daily routine was displayed on the wall and the routine was reflected in practice. Routine provides for predictability and comfort for young children.

(3) Staff engaged in practices that were supportive and respectful, in line with best practice. Documentary evidence was available to show that all staff had completed child safeguarding training. Staff in the care rooms reported being aware of practices that were disrespectful or harmful to children and showed awareness of the procedures to report such practices.

Non-Compliance Information

(1) (b) There was no individual care plan available for one child who, through discussion with staff and documentary evidence showed signs requiring extra support around sensory-seeking behaviour. An individual care plan helps outline evidence of a child's strengths, challenges, or goals.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

We have reminded all staff to use their training regarding supporting positive behaviour. We have displays in all our classrooms regarding challenging behaviour. All staff will follow and implement our Supporting Positive Behaviour Policy.

Supporting documentation submitted

Documentary evidence submitted.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 19 (1)(b).

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 and monitored by staff to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises throughout the inspection.
- Upon arrival, it was observed that the service was clean and hygienic within the care rooms and sanitary facilities. In addition, there were up to date cleaning lists on the walls in the care room and sanitary area.
- The external outdoor play area was securely gated reducing the risk of unauthorised access. Children who were brought out to the outdoor play areas from indoors were observed to be supervised.
- Windows were fitted with appropriate restrictions and blind cords were secured safely out of reach of the children.

- Toys and equipment used by the children were observed to be well maintained and in a good state of repair.
- All cleaning agents and sharp equipment were stored out of reach of the children in locked presses.

Infection Control:

- In the preschool room perishable snacks such as yoghurt and cheese brought by the children from home for morning snack time were observed to be stored in a fridge reducing the risk of bacteria multiplying.
- Daily risk assessments were available and up to date in the care rooms.
- Staff and children showed familiarity with handwashing routines.
- The two sanitary facilities were equipped with liquid soap, warm water and hygienically dispensed hand paper towels.
- 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.
- Within the sanitary room, children had individually labelled storage areas for their nappies, creams, and wipes to avoid any cross contamination.
- The radiators had protective radiator covers. This prevented a child from being injured from the heat source.
- The kitchen was not accessible to the children and children were supervised by staff when exiting outdoors through the kitchen area.
- Soothers within the service were stored in individual labelled boxes.
- Individual bed linen was used for sleeping children and staff were familiar with laundry schedules.
- Windows in the care rooms were observed to be open which allowed for circulation of air and reduced the risk of cross infection.

Non-Compliance Information

General Safety:

1. Under the sink within the sanitary room used by pre-school children and toddlers was observed to be worn. When further inspected, and moved with ease, there was a nail protruding underneath that posed a potential puncture risk to a child.

Safe Sleep:

2. The recommended ambient sleep temperature between 18-22°C was not maintained in the wobbler sleep room where children over one years old were sleeping. At 13:10pm the room temperature was recorded at 23.8°C on the inspector's calibrated thermometer.

Fire Safety:

- The emergency fire exit door in the partitioned cot room within the wobbler room was observed to be obstructed with the positioning of one cot while 5 children were sleeping at 13:05pm. In addition, the other side of the sleep area which is a part of the fire escape route was obstructed by a wooden divider that partitions the room and an air-cooling system. This posed a risk of safety of children in the event of an emergency evacuation. An Immediate action notice was issued on the day of the inspection in relation to this concern. A response which addressed this non-compliance was received on 31 July 2025.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

- The shelf has been repaired. Staff have been reminded to risk assess and tell management if repairs are required.

Safe Sleep:

- During the hot summer months, we will close the blinds earlier and add more ice to our air conditioning unit to try and cool the room.

Fire Safety:

- Actions were taken immediately on the day. Staff have signed a document to ensure the room remains laid out with a safe fire exit.

Supporting documentation submitted

General Safety:

- Documentary evidence submitted.

Safe Sleep:

- None submitted.

Fire Safety:

- Documentary evidence submitted.

Summary Comment

The corrective and preventative actions provided by the registered provider are sufficient to address the non-compliances under Regulation 23.

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) The first aid equipment was safely stored, and unobstructed if needed to access quickly.
 - (b) A suitably equipped first aid box was available at all times to the adults caring for children attending the service.

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.*
- (2) *A registered provider shall ensure that-*
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and*
 - (b) the complaint is duly dealt with in accordance with the provider's complaints policy.*
- (3) *A record in writing referred to in paragraph (2)(a) shall-*
- (a) include the nature of the complaint and the manner in which the complaint was dealt with, and*
 - (b) be open to inspection on the premises by an authorised person.*

Compliance Information

(1) The registered provider ensured the following:

There was a complaints policy maintained which outlined the following:

- (a) The procedures to be followed when making a complaint.
- (b) The way complaints would be dealt with.
- (c) The procedures for keeping the complainant informed on how the complaint is being dealt with.

(2)

- (a) The person in charge advised there had been no complaints received since the last inspection on 14 October 2024.
- (c) The registered provider confirmed if a complaint was received it would be handled in line with the service policy.

(3) A review of records referred to in (2)(a):

- (b) A complaint logbook was made available for review by the inspection team. This book is used to record complaints in the event a complaint is received by the service.