

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2017WD503
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Name of Service:	Respond Early Years Service, Lisduggan
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Address of Service:	Manor St. John's, Lisduggan, Co. Waterford
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Eircode:	X91 AW8P
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Name of Registered Provider:	Lisa O'Rourke
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Service type:	Full Day
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Date of Inspection:	22/04/2026
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No of pre-school children:	AM	40	PM	33
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Address of the Early Years Inspectorate:	Community Care Building Cork Road, Waterford City
Inspection undertaken by:	A. Bradshaw
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

Respond Lisduggan is a community based early years' service which is managed by Respond Support Childcare Services. It is located in a residential area on the outskirts of Waterford city. It is registered as a full day care service operating from 08:00 to 17:30 and caring for up to 65 children aged from 1 to 6 years.

The premises is purpose built with four care rooms for the pre-school children. There are sanitary facilities and sleep rooms adjacent to the care rooms.

The outdoor area is to the rear of the building.

The service offers school age care with two dedicated care rooms for these children.

Staffing

The service employs 17 staff to care for the preschool children, of these, 2 are not assigned rooms so are available to cover breaks and/or staff leave. There are three auxiliary staff including the registered provider, the manager, and a chef. On the day of the inspection there was a student on work placement. The registered provider does not work directly with the children.

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.

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This inspection 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.

Regulation 9 – Management and Recruitment;

Regulation 11 – Staffing Levels;

Regulation 15 – Record of a Pre-School Child;

Regulation 16 – Record in Relation to Pre-School Service;

Regulation 23 – Safeguarding Health, Safety and Welfare of Child;

Regulation 25 – First Aid;

Regulation 32 - Complaints.

A sampling process was used to assess compliance under regulation 15 – Record of a Pre-School Child and

Regulation 16 – Record in Relation to a 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.

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Statutory Notices

Notice	Date Served	Detail
Immediate Action Notice IAN 1422	22/04/2026	A staff member employed in the Toddler room who had lived in another EU state for more than six months as an adult did not have a certified translated international Police vetting.
Status	Action was taken by the manager immediately following service of the notice and the provider submitted a written response with detailed corrective and preventative actions which were accepted by the inspectorate.	
Improvement Notice IN 1404	22/04/2026	A staff member who had lived in another EU state for more than six months as an adult, did not have a certified translated international Police vetting.
Status	The registered provider submitted corrective and preventative actions which were accepted by the inspectorate.	

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;*
- (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.*

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Compliance Information

(9)

(1) On the day of the inspection, the registered provider was not available however the person in charge was on the premises throughout the day. On a review of the rosters, it was evident that the person in charge or the designated person in charge was on the premises during the hours of operation. The line management structure was available in the Statement of Intent which was included in services policy document.

(2)

Through discussion with management and a review of records available, 17 staff were employed by the service. including person present had also joined the service on a Tus initiative. On the day of the inspection, a student was present on an educational work placement programme. A total of 18 files were reviewed.

(a)(b) Validated references were available for each staff member.

(c) Garda vetting was available for all staff. The service demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every 3 years and current Garda vetting was available for all five staff.

(7)

Though discussion with staff and a review of documents available, evidence demonstrated that the management supervised and supported the staff team. Staff described how they had regular supervision with their team leaders and the manager. They described monthly team meetings and how they participated in regular continuous personal development (CPD) with national agencies, for example the local county childcare committee, Tusla and Barnardos. They described how they can request to attend training that they are interested in or management will signpost courses that might be relevant.

Non-Compliance Information

(2)(d) See Statutory Notice section in relation to Immediate Action Notice IAN1422 and Improvement Notice IN1404 served.

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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)(2) The minimum adult/child ratio was maintained during the inspection. There were 12 staff caring for 40 children. On review of the staff and children's attendance records, it was evident that the minimum ratio of adults to children was maintained over the previous four weeks.

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.*

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Compliance Information

The registration forms for 12 children were reviewed, and all the required information was included in these forms.

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) Information required from (b) to (k) was available in the staff files, the service's statement of function, the policies and in the written records reviewed on the day.

Non-Compliance Information

- (1)(a) Of the files reviewed the registered provider did not ensure that an adequate record experience for one staff member was available.

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Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The registered provider stated that they have updated the files the staff members updated employment history and a checklist for all new staff has been developed to include the requirement for a full account of employment history.

Supporting documentation submitted

A copy of the updated compliance checklist was submitted

A copy of the amended CV was submitted.

Summary Comment

The action submitted by the registered provider has addressed the non-compliance identified on inspection.

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 inspector observed the following:

The food in the service was provided by an on-site chef, on the day of inspection, the morning break consisted of pancakes, yogurt with fruit and lunch was a pasta bake. The staff ensured that any children with specific dietary food requirements, as part of their culture or personal needs, were catered for with personal plans developed, and working in partnership with the children's parents. Staff described how they were currently collaborating with parents who were slowing introducing new food to their child to try and determine an allergy. Children's dietary needs were accommodated for example; staff mentioned a child who could not have dairy was being offered a soya yogurt was as substitute. And gluten free bread was available for another child.

Children's independence and decision making was fostered, for example in the junior preschool room a staff member was seated at table, and each child chose which fruit and pancake they wanted for break and children were observed to ask for second portions. Once they were finished eating, they were observed to scrape their plates and wash their hands at the low sink in the room.

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Staff responded to children in a positive manner. In the junior preschool room children had to take turns to complete the art activity, the staff member explained that once it was their turn that they would let them know and not to worry everyone would get a turn. A staff member was overheard saying to a child, 'now that wasn't too much of a wait.'

Staff communicated effectively between each other and with the children. Staff were observed to check in with each other regarding changes to planned activities and if they required help. In the Wobbler room staff were observed to check with a team in another room to see if it was OK to start nappy changing. This demonstrated respect among the staff team.

The care rooms were laid out with well-developed cosy areas where children could take a break from group play or activities. The equipment and materials were attractively laid out on open shelving for children to access independently. In the senior preschool room, three different stations were set up for the children, a board game table, the sand tray, and the tabletop activities. Children were encouraged to choose their activity and were observed to freely move around these as they wanted. A staff member placed themselves in each area and were observed to interact with the children during their play.

Children's individual art was on display in all the care rooms. Each room also displayed a pictorial daily routine, family photos, and birthday charts. Individual children's emerging interests were recorded on small notes and there were learning journals with links to the curriculum framework maintained for each child.

Sleep was observed to be child led in the toddler room, while six children slept, a staff member was observed sitting on the large floor cushion reading a story for a child who did not want to sleep yet. A second staff member was in the sleep room settling a child to sleep by rubbing their back gently.

Staff and management described how outdoor play was an integral part of the daily curriculum. During the inspection all the children were observed to use the outdoor space. The outdoor area to the rear of the service had an area which was partially covered, and staff described how children could access the outdoors even during inclement weather. This space had comfortable couches, and the wall was a blackboard surface to allow the children to create on a large canvas. The outdoor area was equipped with pedal bikes push and pull toy, well used and resourced mud kitchens and 'buddy benches' for children and staff to sit and chat.

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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:

- On arrival the entrance was secured to prevent unauthorised access or exit from the building.
- The side gate was locked, and the garden area was safely secured.
- The entrance to the children's care rooms was secured with the keypad to prevent unsupervised access or exit from the rooms.
- Staff were observed to record children attendance in a timely manner.
- Hazardous cleaning materials were stored out of the children reach.

Infection Control:

- Children were encouraged to wash their hands before eating and after playing outdoors.
- Cots and low beds were placed 50cms apart to reduce the risk of cross infections.

Safe Sleep:

- The sleep rooms were maintained at a between 16°C and 22°C while children were sleeping.
- Records of children sleep checks were available on the day of the inspection and demonstrated that sleep checks were conducted every 10 minutes.

Fire Safety:

- Emergency exits were kept clear on the day of the inspection.
- Staff discussed how they complete fire drills monthly.

Non-Compliance Information

Infection Control:

1. The Toddler changing room did not have adequate safeguards in place to reduce the risk of cross infection. For example:
 - Both extractor fans in the ceiling were covered in dust and dirt.
 - The pedal bin used for soiled nappies was not in good working order and staff were observed to use their hands to lift the lid.
 - There was no warm water in the wash hand basin.
 - Children clothes were stored in open trays.

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- The pull-down nappy change unit has grime and dirt in its hinges.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

- The registered provider stated the non-compliances were addressed. The cleaning rota has been updated to include a visual check of the condition of the bins and the extractor fans to allow any maintenance issues to be reported promptly. The maintenance team adjusted the water temperature, and new storage units were installed for children's spare clothes. The unused changing unit was removed from the nappy changing area. A staff meeting was held with all staff to discuss the new procedures which will be embedded into daily practice.

Supporting documentation submitted

Infection Control:

Photographic evidence was submitted.

An updated cleaning rota was submitted.

A copy of the staff meeting agenda was submitted.

Summary Comment

The action submitted by the registered provider has addressed the non-compliance identified on inspection.

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

- On a review of the staff roster and their qualifications, the registered provider had ensured that staff trained to First Aider Response standard were available to children at all times.
- Each room has a suitably equipped first aid kit with completed monthly check lists of the contents. These are stored on easily accessible shelves.

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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.*

Compliance Information

- (1) Through discussion with management and a review of the policy, the registered provider had ensured the complaints policy included the relevant information required in this regulation.