

# Early Years Inspectorate Regulatory Report

## Pre School

**TUSLA Identifier:** TU2019DY002

**Name of Service:** Hyde & Seek Childcare

**Address of Service:** 7-9 Prospect Avenue, Glasnevin, Dublin 9

**Eircode:** DO9 RFN4

**Name of Registered Provider:** Siobhan Davy

**Service type:** Full Day

**Date of Inspection:** 13/03/2025

<b>No of pre-school children:</b>	AM	90	PM	84
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**Address of the Early Years Inspectorate:** Early Years Inspectorate Area 1  
2<sup>nd</sup> Floor, Unit 4/5  
The Nexus Building  
Blanchardstown Corporate Park  
Ballycoolin  
Dublin 15 | D15 CF9K

**Inspection undertaken by:** T Nelson and E Finnegan Hayes

**Title:** Early Years Inspector and Interim Inspection and Registration Manager.

### 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.

### Description of service

Hyde and Seek Childcare is a full day care service located in Dublin 9 and is one of four services operated by the registered provider. The service is registered to provide early childhood education and care to a maximum of 111 children aged 0 to 6 years Monday to Friday from 7.30am to 6.30pm and participates in the Early Childhood Care and Education (ECCE) programme which is delivered on a sessional basis in the morning from 9.15am to 12.15pm and offers a part-time and full-time service. The service also provides a registered school age service in the afternoon.

Hyde and Seek operates from a purpose-built premises with six care rooms to include the Baby Room (11 to 15 months), Tiny Tots 1 Room (12 to 24 months), Tiny Tots 2 room (22 months to 3 years), Toddler Room (2 to 3 years), Montessori ECCE Room (2 years 8 months to 4 years) and Montessori 1 Room (2 years 8 months to 4 years). There are sanitary facilities located off the care rooms and a cot room located between the Baby Room and Tiny Tots 1. Other facilities include an office, kitchen and staff room. There is a roof top garden area and fully enclosed outdoor areas are located off each of the care rooms except for the Montessori ECCE room positioned in the middle of the building.

### Staffing

The registered provider employs 26 staff including three service managers, a chef, cleaner and 18 childcare staff who work directly with the children. There are also three staff employed to work with the school age children. The registered provider also works in the service. There were 25 adults present on the day of the inspection including the registered provider, 22 staff and two students. The service administrator and an administrative assistant attended the service to support the 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(1)(2)(3)(4)(7) Management and Recruitment
- Regulation 16((1)(k) Records in relation to the Preschool Service
- Regulation 19(1)(b)(3) Health, Welfare and Development of child
- Regulation 23 Safeguarding the Health, Safety and Welfare of the Child

As a result, the scope of the inspection included Tiny Tots 2, Toddler room and Montessori room and did not include Baby Room, Tiny Tots 1 and Montessori ECCE room.

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.

### Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, 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;
- (c) these Regulations.

### Compliance Information

- (1)(a) The service had a designated person in charge and named person to deputise as required.
- (b) A review of the roster showed either the person in charge or the deputy person in charge were rostered to be present during the operational hours of the service.
  - (c) There was a clear management structure in place, and staff reported being aware of this.
- (2) A review of the roster and discussion with the registered provider established there were 14 staff new to the service since the last inspection on the 18 September 2025, and these full files along with those of two students who were present on the day were reviewed. The registered provider had completed the following checks:
- (a) Twenty-four validated written references were available from recent past employers.
  - (b) Eight validated written references were available from a source other than a past employer.
  - (c) Garda vetting disclosures had been obtained for all adults.
  - (d) Documentary evidence showed that 16 adults had lived in a state other than Ireland for more than six months as adults and international police vetting from that state was available for inspection.
- (3) Documentary evidence available showed that the checks outlined in (2) had been carried out prior to any of the adults having contact with the children in the service.
- (4) There was documentary evidence available that the 13 adults who worked directly with children attending the service held a qualification deemed eligible by the Department of Children, Equality, Disability, Integration and Youth Affairs.
- (7) A review of documentation and discussion with staff showed that all adults new to the service had:
- (a) been provided with information and had received training on the policies and procedures in the service required under Schedule 5.

(c) been provided with information and training on topics including interactions, behaviour management, health, hygiene and safety.

This was in line with the service staff training and supervision policy which was reviewed on the day.

### 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.*

*(4) Subject to paragraph (5), where a registered provider contemporaneously provides-*

*(a) a sessional pre-school service, and*

*(b) a full day care service or a part-time day care service, or both, the minimum ratio of adults to children applicable for the duration of the sessional pre-school service in respect of the children attending that service shall be the ratio specified in paragraph (3).*

#### Compliance Information

The registered provider ensured the following:

(1) On the day of inspection there were an adequate number of adults working directly with the children attending the service to meet their care needs. There were 20 staff available to 90 children present on the morning of the inspection.

(4) 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:*

*(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

The registered provider ensured the following:

- (1) (k) There was a record of accident and incidents maintained.
- (3) Records within specified dates were made available for review.

### 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

The registered provider ensured the following:

(1)(b)

- Drinks were available in the care rooms, and regular meals were provided which were prepared in the onsite kitchen. A review of documentation and discussion with staff showed breakfast is provided on arrival from 7.30 to 9.00am, a snack at 10.00am, a hot meal at 11.45am, and tea at 3.00pm. Children

were observed to be provided with appropriate alternative options, and additional portions were available on request.

- Staff were observed to engage with the children using positive interaction strategies such as low tones, repetition, clear instruction, encouragement, and playful engagement.
- Children were observed to have the freedom to move freely in their care room and independently choose their activities and play experiences. Activities and materials available were suitable for the age and stage of the children in the care rooms.
- The management of activities and transitions were observed to be organised and efficient. For example, alternative activities were provided to engage children while an activity from an external provider which families subscribed to was underway. Other transitions such as that from mealtime to sleep was organised in a seamless manner.
- Parents were given information on their child's food intake, toileting and sleep on a daily basis via an online software application.

- (3) Documentary evidence was available that staff had completed child safeguarding training. Staff were observed using appropriate practices and reported being aware of practices that were disrespectful or harmful to children and showed awareness of the procedures to report such practices. This was in line with the service code of behaviour for staff which was reviewed on the day.

### Non-Compliance Information

The registered provider did not ensure the following:

1. A nappy change in one of the care rooms was not observed to happen in a timely manner. The staff in the room reported they were aware there was a dirty nappy and that they were waiting for cover to come to the room to commence changing. Nappy changing should be timely to meet the child's need for comfort and to help prevent nappy rash occurring.

### Corrective & Preventive Action submitted by the Registered Provider

#### Corrective and Preventive Action

1. The child's nappy was changed promptly when cover arrived to the room. The service report staff were reminded to call an alternative phone line if the manager is not available to provide cover and report the manager will ensure the phone is passed to the Deputy Manager if she is likely to be engaged elsewhere for an extended period. The service reports a training exercise was completed and this was signed by staff stating they understand the procedures to call for relief staff to cover for nappy changes.

## Supporting documentation submitted

Staff sign off on training.

## Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance identified under Regulation 19 has been addressed.

## 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

The following safeguarding measures were in place:

### General Safety:

- The entrance to the premises was secured on arrival to the premises by an electronic door release system which was managed and monitored by staff. This restricted unauthorised persons from gaining access to the premises and prevented children from exiting unsupervised.
- Locks were in place on low level presses in the care rooms.
- Hazards such as cables and blind cords were either secured or out of reach of children.

### Infection Control:

- The premises were in a clean and hygienic condition and documented up to date cleaning records were available and displayed in the premises.
- Thermostatically controlled warm water, liquid soap and single use hand towels were available at all wash hand basins used by the children and the staff members.
- Children were observed to be supported to handwash after outdoor play and before meals.
- Children's personal items such as blankets and clothing were stored in individual cubbies, nappy creams were clearly labelled, and soothers were stored in individual labelled lidded containers.
- Beds were positioned with appropriate space between them.

### Safe Sleep:

- Temperatures in the rooms while children over one year of age slept was maintained between 18 to 22°C.

- A log was maintained where the temperature of the room and the colour, breathing and position of sleeping children was checked every 10 minutes.

### Fire Safety:

- Fire evacuation procedures were displayed throughout the premises.
- Emergency exits were unobstructed.

## Part VI - Safety

### Regulation 27 – Supervision

*A registered provider shall ensure that pre-school children attending the service are supervised at all times.*

### Compliance Information

Children were observed to be appropriately supervised on the day of the inspection. For example:

- Staff were positioned effectively in the care rooms to ensure supervision of the children.
- Staff were aware of the required adult child ratios in the care rooms, and these were maintained on the day.
- Children’s sanitary areas allowed for appropriate supervision whilst supporting children’s privacy.

## 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

The registered provider ensured the following:

- (1) 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) The registered provider ensured:
  - (a) A record of complaints was maintained.
  - (b) That complaints were handled in line with the service policy.
  
- (3) A review of records referred to in (2)(a):
  - (a) Detailed the nature of complaints and how they were handled.
  - (b) The records were made available on the day of the inspection.