

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2019FL003
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Name of Service:	Parkview Creche
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Address of Service:	Crofton Hall, Hamilton Park, Castleknock, Dublin 15, Co. Dublin
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Eircode:	D15 VYF5
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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:	04/03/2026
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No of pre-school children:	AM	63	PM	43
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Address of the Early Years Inspectorate:	2 nd Floor, Unit 4/5, The Nexus Building, Blanchardstown Corporate Park, Ballycoolin, Dublin 15
Inspection undertaken by:	Y Kelly & E Saini
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 private operated service situated in the urban area of Dublin 15. The service is registered to provide sessional, part-time, and full-time care to a maximum of 80 children aged 0-6 years of age. The service operates from 7.30am to 6.30pm Monday to Friday. A sessional Early Education and Childhood Care (ECCE) service operates during the school term from 8.30am to 11.30am and 9.00am to 12.00pm.

The service operates from a two-storey purpose-built premises in residential apartment complex and has five care rooms, a separate cot room, sanitary facilities, a staff room, a kitchen for the preparation of food, an office and an outdoor area to the side of the service.

The four care rooms situated on the ground floor are named Wobblers, Toddlers, Blue Pre-school and Red Pre-school rooms. The one room upstairs operates as ECCE in the morning, and School Aged Childcare is provided in the afternoon. Car parking is available to the front of the premises.

Staffing

The registered provider employs a Senior Creche Manager and Service Manager to oversee the daily operational management of the service supported by a team of 15 core staff members who work directly with the children. This included 1 staff member employed to work with the school aged children and 2 staff members employed to provide cover, 1 of these staff members also works with school aged children. There was a cook who carried out cooking duties. The service also employs a reception administrator. There was 1 student present on the day of the inspection. The registered provider was not present on the day of the inspection.

Methodology

Tusla 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

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- 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.

The inspection focused on an examination of compliance under the regulations 9, 11, 19, 22, 23, 25 and 26. These findings are outlined within the relevant regulations within this report.

As a result, the scope of the inspection included the Wobbler Room, Toddler Room, Blue Pre-school Room, Red Pre-school Room and the 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.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the management team, staff and children who were present on the day of the inspection.

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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) There was a designated person in charge of the service and there was a named person to deputise as required.

(b) The service manager was present and in charge of the service when the inspectors arrived unannounced to the service at 09:25am. The senior creche manager was also present in the service on the day of the inspection.

(2) Following a review of previous inspection records and in discussion with the senior creche manager and service manager, it was confirmed that 7 new staff members had commenced employment in the service since the last inspection which was carried out on the 01 April 2025. The full staff files for 8 adults to include 7 new staff members, 1 of whom worked with the school aged children, and 1 student were reviewed. Garda vetting for 20 adults were reviewed. The following was recorded:

(a) Eleven written validated references were available from past employers.

(b) Five written validated references were available from a reputable source other than a past employer.

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- (c) Garda vetting disclosures were available for 20 adults whose files were reviewed. Garda vetting disclosures demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring the service to renew Garda vetting every three years.
- (d) International Police vetting was available for 4 adults who had lived outside of the state for a period of more than 6 months.
- (4) Documentary evidence was available to confirm that 6 staff members whose files were reviewed and who may work directly with the children in the service held at least a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications or a qualification deemed eligible by the Department of Children, Disability and Equality.

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.*
- (8) Without prejudice to paragraphs (2) to (7)-*
- (a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times.*

Compliance Information

- 1) On the day of the inspection there was an adequate number of staff members working directly with the children attending the service.
- (2) The adult to child ratios were correct in the service when the inspectors arrived unannounced at the service and remained so throughout the inspection.
- The following adult to child ratios were observed during the inspection:
- In the Wobbler Room there were 6 children aged 1 year 1 month to 2 years being cared for by 2 staff members.

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- In the Toddler Room there were 12 children aged 1 year 11 months to 3 years being cared for by 2 staff members.
- In the Blue Pre-school Room there were 12 children aged 3 years 2 months to 4 years 3 months being cared for by 2 staff members.
- In the Red Pre-school Room there were 14 children aged 3 years 2 months to 5 years being cared for by 3 staff members.
- In the ECCE Room there were 19 children aged 3 years 2 months to 5 years being cared for by 2 staff members.

(8)(a) The registered provider ensured that 2 adults were present in the service at all times. This was confirmed by the staff roster.

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 following observations were made on how each child's learning, development and well-being was facilitated within the daily life in the service:

Basic needs:

- Mealtimes were observed to be a social and pleasant experience for the children. Children's meals are sourced from an external company and are reheated and served by the cook. On the day of the inspection the children had a morning snack of fruit and yoghurt, 'Tutti Frutti' vegetable curry and rice for dinner and sausage rolls for tea. There were alternative food options available for children with additional dietary requirements or preferences. Children attending the sessional service bring a morning snack from home.
- Children's water bottles were accessible to the children in the care rooms throughout the day.
- The children's personal care needs were attended to promptly. Nappies were changed at scheduled times and more frequently as needed. The staff members used the opportunity to engage with and chat to the children. The children who were toilet trained used the toilet independently.

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- The children under two years of age slept in cots in the cot room and Wobbler room. Children aged over 2 years in the service who required sleep slept on floor beds in the care rooms.
- The children attending the service were given the opportunity to spend time in the outdoor area during the inspection.

Supporting relationships around children:

- Staff demonstrated warm and caring interactions with the children. There was a welcoming atmosphere in the service. The early years practitioners demonstrated sensitivity and responsiveness to each child's individual needs and supported children's inclusion and involvement in play.
- Children's identity and belonging were promoted in the service. For example, there were 'Family Wall' displays with photographs of children's families.
- Staff members were observed communicating with parents and guardians when dropping off and collecting children from the service.

Physical and material environment:

- There was age-appropriate furniture with small child sized chairs and tables for children to sit whilst they played or for mealtimes.
- The rooms were arranged to provide clearly defined play areas offering a variety of spontaneous play experiences and choice for the children. The environment supported children's independence and provided opportunities for exploration and play. Toys and equipment were visible and accessible to children on low level shelving labelled using picture and word which facilitated children's independence in play. In the Wobbler Room there were age-appropriate resources to include stacking toys, cause and effect toys and soft blocks for floor play. There were home corners and imaginative play spaces with wooden kitchen, dress up area and small world area with items such as a farmhouse, dolls house, dolls and transportation toys to support imaginative and interactive play. There were construction areas with materials including wooden blocks and plastic building bricks. There were tabletop materials such as jigsaws to support fine motor development. There were art and craft areas with art materials to include paint, paint brushes, chalk board, stencils, glue, paper, crayons and colouring pencils to support creative art and mark making for children. There were cosy areas and reading corners equipped with large sofa's, soft sofa's, rug and cushions and a selection of books for reading and relaxation and providing opportunities for storytelling. Sensory play was supported to include boxes and tuff trays containing sand, rice, lentils and shredded paper.

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- Two fully enclosed outdoor areas were provided at the side of the service. The outdoor area used by the Wobbler Room and the Toddler Room was surfaced with an impact absorbing surface and secured with railings and a fence. This outdoor area was resourced with a wooden climbing structure, slide, climbing frame and steps, stepping blocks, see-saws and ride on cars which promoted safe risky play, gross motor and fundamental movement skills. A sandpit with buckets and spades provided opportunities for sensory play. The outdoor area used by the pre-school children was surfaced with artificial grass and equipped with a post office for imaginative play and 2 soft sofas for rest and relaxation and large plastic building bricks. A small plastic slide, tunnel and cones supported children's gross motor development. An obstacle course was organised for one group of children in the outdoor area, and dancing and movement in doors was facilitated for another group of children.

Programme of Activities and its Implementation:

- Transitions were observed to be well managed; children were given verbal cues which supported children with the transitions. Children were observed to move from the table independently after finishing meals and moved to play areas of preference. Routines provided for predictability and comfort for young children.

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Part V - Care of Child in Pre-school Service

Regulation 22 – Food and drink

A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.

Compliance Information

Nutritionally balanced snacks and meals were detailed on the service's weekly menu on display in the premises. A cook is employed to prepare and serve the morning snack and the dinner in the service. The hot meal provided in the service is sourced from an external catering company which is reheated and served on the premises. Dietary requirements specified by the parents were accommodated and observed in practice during the inspection. On the day of the inspection the children had a morning snack of fruit and yoghurt, 'Tutti Frutti' vegetable curry and rice for dinner and sausage rolls for tea. Breakfast is also provided. There were alternative food options available for children with additional dietary requirements or preferences. Parents provide the children's snack in the ECCE room, which was observed to be stored in the fridge in the care room. A second snack is also provided by the service. The children's water bottles were available for the children to take from low-level shelves, should they feel thirsty at any stage during the day.

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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 door leading into the service was appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.
- The kitchen was inaccessible to the children during the inspection.
- The outdoor play areas were secured with railings and fences to prevent a child gaining unsupervised access to a roadway or other source of danger.

Infection Control:

- Thermostatically controlled water, liquid hand soap and dispensed handtowels were available in the sanitary facilities.
- Frequently touched surfaces such as tables and play equipment were observed to be cleaned regularly supporting effective infection prevention and control practices.

Administration of Medication:

- Medications were stored out of the reach of children.

Safe Sleep:

- Safe sleep practices were observed in the service. Children were placed on their backs to sleep on their individual beds that were clean and appropriately spaced.
- The classroom was a calm and safe environment for the children, and the floor beds were suitable for the age and stage of development and were maintained in good condition.
- The inspectors observed that 10-minute sleep check observations were being performed and documented on sleeping children, noting each child's colour, position and breathing pattern at the time of each check.

Fire Safety:

- Emergency exits were unobstructed in the event of an emergency evacuation.

Non-Compliance Information

General Safety:

1. In the nappy changing area cleaning agents were stored at the side of the nappy changing pad, which was accessible to the children despite being risk assessed through the daily risk checklist. Access to cleaning agents pose a safety risk to children.
2. Some of the books available in both the Toddler Room and the Blue Room were observed to be torn and in poor condition despite being reviewed on a daily risk checklist for the care room. Torn and worn materials may not be effectively cleaned. In addition loose and detached pieces could present a choking hazard. These resources were not suitable for the children's use and required replacement.

Infection Control:

3. Infection control measures were not always followed. The possible risk of the spread of infection was increased due to the following:
 - Some of the children were not assisted to wash their hands after nappy changing in the Wobbler room.
 - Aprons were not changed after each child during the nappy changing procedure in the Toddler room.
 - A pedal bin was not available for disposal of waste and contaminated items in the ECCE room sanitary accommodation.

Administration of Medication:

4. The written health care plan for 1 child in the ECCE Room who required medication for a nut allergy did not contain clear information and therefore posed a safety risk to the child. There were 2 health care plans for 1 child which contradicted each other. One health care plan stated that the child required an auto injector pen and that this was stored in the room. The second health care plan did not state that the child required an auto injector pen. When the staff member was asked about this child's health care plan, they were unsure about what was required in relation to the child's health care plan. During the closing meeting it was confirmed that the child did not require an auto injector pen. A more detailed up to date care plan is required for this child to minimise the safety risk to the child in relation to administration of medication.

Action submitted by the Registered Provider

Corrective Action

General Safety:

1. Cleaning agents were removed immediately from the side of the nappy changing pad and relocated to a high shelf out of reach of children. The area was checked to ensure no hazardous materials remained accessible.
2. All torn and damaged books in the Toddler Room and the Blue Room were removed immediately and discarded. The remaining books were checked to ensure they are clean, safe, and in good condition. New age-appropriate books have been provided to replace those removed.

Infection Control:

3. All staff were immediately reminded of correct hygiene procedures. Children in the Wobbler Room are now consistently assisted to wash their hands after every nappy change. Staff in the Toddler Room are changing aprons after each child as required. A pedal bin has been provided in the ECCE Room sanitary area for the safe disposal of waste and contaminated items. All nappy changing procedures were reviewed to ensure full compliance with infection control standards.

Administration of Medication:

4. The child's healthcare plan was reviewed immediately. The duplicate and conflicting plans were removed and discarded. All staff in the ECCE Room were informed of the updated plan and the correct procedures to follow in relation to the child's allergy and medication.

Preventive Action

General Safety:

1. Staff have been reminded that all cleaning products must be stored securely and kept out of reach of children at all times. The daily sanitary area risk checklist has been explained, and staff have been shown how to complete it correctly each day. Staff were reminded to carry out proper checks of the room and not complete the checklist without inspection. Staff are now using the designated changing area outside the room, with the internal changing area reserved for emergency use only, to ensure compliance. The manager will carry out regular audits to monitor and ensure adherence to these practices.
2. The daily room risk assessment procedure has been reviewed with staff to ensure damaged resources are identified and removed promptly. Staff have been reminded of the potential choking and hygiene risks associated with worn materials. A more thorough visual check of books and resources has been added to the daily checklist, and the manager will complete regular audits to ensure compliance.

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Infection Control:

3. Infection control procedures have been reviewed with all staff, with particular focus on hand hygiene, use of PPE, and safe disposal of waste. Clear step-by-step guidance for nappy changing has been reinforced in each room. All staff had previously completed training in infection control and nappy changing procedures; however, this training has been refreshed with all staff following the inspection. Regular supervision and spot checks will be carried out by management to ensure procedures are followed consistently. Infection control will be included in ongoing staff training and routine audits.

Administration of Medication:

4. A review of the medication and healthcare plan procedures has been carried out. A system has been introduced to ensure only one current, signed healthcare plan is in place for each child at all times. All plans will be reviewed regularly and updated in partnership with parents/guardians. Staff have been reminded of the importance of clear, accurate documentation and communication. The manager will carry out regular audits of all healthcare plans to ensure consistency and compliance.

Supporting documentation submitted

- Photograph showing cleaning agents removed from the side of the nappy changing pad and stored on a high shelf.
- Daily Risk Checklist-Sanitary Area. Photograph of alternative nappy changing area use.
- Photographs of new books and updated book areas in Toddler Room and Blue Room.
- Updated Daily Risk Checklist-Care Room.
- Updated Manager's Morning Checks – added Damaged or torn resources in classroom.
- Photograph of pedal bin in ECCE Room-Sanitary area.
- Staff training record (signed).
- Copy of current updated healthcare plan. Staff sign-in sheet confirming awareness of updated plan.
- Healthcare Plan Audit Checklist-Completed by Manager.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances 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 registered provider ensured that an adequate number of staff were trained in First Aid Response (FAR) and a staff member trained in FAR was available on the premises throughout the opening hours of the service. There were 7 early years staff trained in First Aid Response (FAR), 5 of whom were present on the day of the inspection.

Non-Compliance Information

(2)(a) A first aid box was available in the Blue Room and the Toddler Room however it was difficult to access due to both boxes being tied with a tight string, this could delay staff in providing timely first aid to children.

(b) In the Blue Room however, it did not contain sufficient first aid materials, for example adhesive plasters, wound dressings and sterile eye pads. If adequate first aid materials are not available, staff may not be able to respond promptly to an accident or injuries.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(2)(a) The string securing the first aid boxes in the Blue room and Toddler Room was removed immediately. Both first aid boxes are now easily accessible to staff while remaining safely stored out of children's reach.

(b) Both first aid boxes in the Blue Room were immediately checked following the inspection. All required items (plasters, wound dressings, sterile eye pads, etc.) were confirmed to be present and in date. No shortages were identified.

Preventive Action

(2)(a) Staff have been reminded that first aid equipment must be easily accessible at all times in case of emergency. The manager will carry out regular audits to ensure compliance and that first aid boxes remain accessible and fully stocked.

(b) Both first aid boxes have been clearly labelled and are stored in designated, easily accessible and visible locations within the Blue Room. A monthly stock checklist is in place to ensure all items are checked, fully stocked,

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and signed off by staff. Staff have been reminded and briefed that all first aid storage locations must be presented during inspections to ensure full transparency and compliance.

Supporting documentation submitted

- Photograph of accessible first aid boxes in Toddler Room and Blue Room.
- Photograph of two first aid boxes in the Blue Room.
- First aid checklist/stock record.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances under Regulation 25 have been addressed.

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 firefighting 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) A record of fire drills was available on the premises with the last fire drill dated as having been carried out on the 26 February 2026.
- (b) The number, type and maintenance record for firefighting equipment and smoke alarms were available. Firefighting equipment was last serviced on the 3rd of July 2025, and the smoke alarms were serviced on the 19 November 2025.
- (4) Fire evacuation procedures were displayed in the service.