

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2019FL003
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<b>Name of Service:</b>	Parkview Creche
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<b>Address of Service:</b>	Crofton Hall, Hamilton Park, Castleknock, Dublin 15, Co. Dublin
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<b>Eircode:</b>	D15 VYF5
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<b>Name of Registered Provider:</b>	Erica Duffy
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	01/04/2025
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<b>No of pre-school children:</b>	AM	62	PM	50
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Hampton Court, Cootehill Road, Drumalee, Co Cavan. H12 YY84
<b>Inspection undertaken by:</b>	S Mc Kenna & D Murray
<b>Title:</b>	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).

<b>Conditions if applicable</b>	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) services operates during the school term from 8.30am to 11.30am and 9am to 12pm.

The service operates from a two-storey purpose-built premises in a 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 service employs 20 staff to include the registered provider, deputy person in charge who is the service manager, a reception administrator, a cook and kitchen assistant, 14 childcare staff and one school age staff member.

### 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 and premises and facilities. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under Regulation 9 Management & Recruitment, Regulation 11 Staffing Levels, Regulation 16 Record in relation to Pre-school Service, Regulation 19 Health, Welfare & Development of Child, Regulation 23 Safeguarding Health, Safety and Welfare of Child, Regulation 25 First Aid, Regulation 26 Fire Safety Measures, Regulation 28 Insurance.

However, on inspection additional non-compliance which posed a risk was identified under Regulation 29. These findings are outlined within the relevant regulations within this report.

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

The inspection was carried out following receipt of a concern received to the Early Years Inspectorate on 14 March 2025.

## Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, deputy 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*

*(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;*

#### Compliance Information

(1) (a) The service had a designated person in charge who is the registered provider, and a named person in charge who is the service manager to deputise in their absence.

(b) Following discussion with the registered provider and review of the staff rosters available, it was determined that when the preschool service was in operation the designated person in charge or the named person in charge were on the premises.

Following a review of previous inspection records and in discussion with the registered provider and service manager it was confirmed that nine new staff members had commenced employment in the service since the last inspection which was carried out on 28 August 2024, and one student is being facilitated to be present in the service on work experience since March 2025. The full staff files for the nine new staff and one student were reviewed.

(2)

(a) A total of twelve written and validated references from a previous employer were on file.

(b) A total of eight written and validated references from a reputable source were on file.

(c) Garda vetting disclosures had been obtained for nine staff and one student. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years for all employed staff.

(d) A review of the employment history for the nine staff, demonstrated that eight staff had lived outside the State for a period of longer than 6 consecutive months. The required police vetting for the eight staff was available on file.

(4) Documentary evidence was available to confirm that seven staff employed to work with children, held an appropriate childcare qualification at Level 5 or above on the National Framework of Qualifications, or a qualification deemed by the Minister to be equivalent.

A qualification for the kitchen assistant, the school aged staff member and the student was not required.

(7) (a) There was written evidence available to demonstrate that all staff members had ongoing supervision. Records of staff meetings and one to one support and supervision meetings were available for review. Written records where staff sign off to acknowledge they have reviewed policy and procedure training was available. A staff handbook is used as part of the staff induction process for any new staff.

### Part III – Management and Staff

#### Regulation 10 - Policies, procedures etc. of pre-school service

*A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.*

#### Compliance Information

The registered provider ensured that the following written policies specified in Schedule 5 were comprehensive to ensure the welfare and safety of the children attending the service.

- Infection Control Policy.
- Accident and Incidents Policy.
- Complaints Policy.
- Induction Policy.

### 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 adults working directly with the children attending the pre-school service.

(2) The adult to child ratios were correct in the service when the inspectors arrived unannounced and remained so throughout the inspection. The following adult to child ratios were observed when the service was operating at maximum capacity during the inspection.

Two adults cared for 10 children attending on a full-time basis aged between 1 to 2 years in the Wobbler room.

Three adults cared for 14 children attending on a full-time basis aged 1 year 11 months to 2 years 4 months in the Toddler room.

Two adults cared for 12 children attending on a full-time basis aged 3 years 4 months to 5 years in the Blue Preschool room.

Two adults cared for 14 children aged between 3 years to 4 years 6 months in the Red Preschool room. Relief was provided to this room for lunch cover from the ECCE room upstairs at 12pm.

Two adults cared for 12 children attending on a sessional basis aged between 3 to 5 years in the ECCE room upstairs.

In addition to the above, a student was present on a work experience capacity in the ECCE room upstairs.

The registered provider and manager were present and were observed to assist on occasions in the Wobbler and Toddler rooms to relieve for nappy changing, preparing for mealtime and for supervision of sleep.

(8)(a) A review of the staff rosters and the staff sign in and out records, demonstrated that there are at least 2 adults on the premises while the full day care service is in operation.

### 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.*

#### Compliance Information

(1) A record in writing was kept of the following information in relation to the service:

- (h) Details of attendance of each individual pre-school child who attends the service.
- (i) Details of weekly staff rosters, detailing staff working hours and lunch break cover.
- (k) Records demonstrating the details of any accident, injury or incident that occurs to a pre-school child while in attendance.

### Part V - Care of Child in Pre-school Service

#### Regulation 19 - Health, welfare and development of child

*(1) A registered provider shall, in providing a pre-school service, ensure that-*

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

#### Compliance Information

The staff members were observed to sit with the children at snack and dinner times, providing supports to the younger children that needed help in feeding themselves. The staff used mealtimes as opportunities to engage in conversations with the children. The younger children's faces were observed to be cleaned with individual dampened facecloths following dinner time.

Children were placed to sleep at the service's designated sleep time after dinner at approx. 12 middays.

The younger children had their nappies changed at two scheduled nappy changing times in line with the room's routine, and outside of these times where their care needs required. The staff in the care rooms carried out nappy changing practises and advised that management help to cover in the rooms if required at nappy changing times.

Nappies were observed to be changed in a timely manner, with staff observed to engage in conversations and songs with the children.

The staff were observed to be responsive to cues from the children who were recently toilet trained and provided assistance to the children where required. The older children were observed to use the toilet independently. The children were observed being allowed to self-direct their own play as well as the staff setting up areas of interest and activities for children to engage in such as story time, sand play, rice trays, creative art activities, sensory play and floor play activities.

The children in all the care rooms experienced a change of environment during their day and were observed to avail of outdoor time during the inspection. The children were observed to play with both staff and peers in the outdoor areas, and were dressed suitable for the weather on the day of inspection.

The staff demonstrated knowledge of the individual care needs of the children within their care.

The staff were observed to promote positive interactions and give praise where children were observed sharing and taking turns with play materials. The staff members communicated with parents through a messaging service and verbally on a daily basis regarding activities pertaining to their children. A monthly newsletter was sent home for each care room informing parents of activities and themes taking place.

### Non-Compliance Information

(1) (b)

- Individual sleep needs were not met in the Wobbler room. After outdoor play 3 children became upset and were rubbing their eyes. When the staff members were asked when the children went down to sleep, they stated at the service scheduled sleep time after dinner at 12 middays. Two children were settled by the staff members and had their lunch while 1 child despite efforts from a staff member to comfort the children remained upset from 11:10am until he was put down to sleep at 12:15pm.
- Sleep practices must be child led, and children must be allowed to sleep and rest when they are tired and not just at the service designated sleep time.

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

#### Corrective and Preventive Action

Staff have been advised that if a child is tired outside of scheduled sleep times, they can allow them to sleep in the sleep cot room. Management oversees the rooms each day and will support staff with children who appear tired.

#### Supporting documentation submitted

None submitted.

## Summary Comment

The response from the registered provider has been accepted in relation to Regulation 19 and will be for review at the next inspection.

## Part V - Care of Child in Pre-school Service

### Regulation 20 – Facilities for rest and play

- (1) Subject to this regulation, a registered provider shall ensure that-
- (b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.
- (3) A registered provider of a full day care service, a part-time day care service or a childminding service, other than such a service to which paragraph (2) applies, shall ensure that-
- (a) a suitable, safe and secure outdoor space to which the pre-school children attending the service have access on a daily basis is provided on the premises.

## Compliance Information

- (1) (b) The cot room off the Wobbler room had 5 standard cots with additional fold up cots placed in the care room for the younger children requiring sleep. Stackable beds were placed on the floor in the Toddler room for the older children requiring sleep with 1 younger child accommodated in a foldable cot. Within the care rooms there were mats, soft furnishing and cushions for children to take a break from activities and rest if needed.
- (3) (a) An outdoor space was located to the side of the building, which was enclosed by walls and railing with a magnetic locked gate. The surface area consisted of an artificial low impact surface.

### 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 following safety measures were observed on the day of inspection:

- Upon the inspector's arrival the premises was appropriately secured to prevent a child from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.
- A visitor log was maintained, and the inspectors were requested to sign in and out on arrival and departure.
- The play toys and equipment used by the children were maintained in good repair.
- Indoor and outdoor risk assessments were conducted on a daily basis.
- Blinds cords were secured.
- Handrails on the stairs were suitable for both adults and children.
- The floor coverings throughout the service were maintained in good repair, with exception to the non-compliance in the Toddler room listed below.
- The kitchen was inaccessible to the children.
- Storage areas were secured and not accessible to the children.
- Cleaning agents were observed to be stored on high level units out of the reach of children.

##### Infection Control:

The following infection control measures were observed on the day of inspection:

- Warm running water, hand soap, pedal operated bins and single use paper towels were available for handwashing. Appropriate hand washing practises were observed before mealtimes, after creative art activities and after toilet and nappy changing procedures.
- Tables were observed to be cleaned before and after meals.
- Nappy changing procedures were carried out in line with the service policy. Disposable gloves and aprons were worn for each individual nappy change.
- Sanitary areas were ventilated with mechanical ventilation and opened windows.
- Fridges were available in the care rooms for the storage of perishable items in the children's lunch boxes.
- Waste bins were stored in a secure area in the outdoors and were not accessible to the children.

- Cleaning schedules were on display and completed up to date. The service was maintained in a clean and hygienic manner throughout.
- Children's soothers were stored in individual labelled containers, and staff outlined appropriate cleaning and sterilising procedures.

### Safe Sleep:

The following safe sleep measures were observed on the day of inspection:

- A sleep log was maintained on all sleeping children at 10 minutes interval recording their colour, breathing pattern and position. Sleeping children on stackable beds were supervised by an adequate number of adults at all times.
- The temperature of the cot room and care rooms were maintained between the normal range of 18°C to 22°C while children were sleeping.

### Fire Safety:

The following fire safety measures were observed on the day of inspection:

- Fire exits were observed to be free from obstruction during the inspection. Records available for review demonstrated fire drills are carried out on a monthly basis.

### 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 a person who held in-date First Aid Response (FAR) training was at all times immediately available to the children attending the pre-school service. The registered provider, service manager and two staff held in-date FAR training certificates

(2) (a) & (b) Suitably equipped first aid boxes were available on the premises and were stored in accessible and conspicuous locations out of the reach of children. Additional first aid materials were available in the office.

### Part VI - Safety

#### Regulation 26 - Fire safety measures

*(1) A registered provider shall ensure that a record in writing is kept of-*

*(a) any fire drill that takes place in the premises, and*

*(b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises.*

*(4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

#### Compliance Information

1) (a) A record of fire drills that take place was available, with the most recent dated fire drill recorded on 28 March 2025.

(b) The annual maintenance certificate for the fire extinguishers were dated August 2024, and smoke alarms were dated 18 February 2025.

(4) The fire evacuation procedures were displayed on walls throughout the service, which contained details in relation to the procedure to be followed in the event of a fire.

### Part VI - Safety

#### Regulation 28 - Insurance

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

#### Compliance Information

The registered provider had insurance cover in place for 80 pre-school children attending the service on a Full-Time basis. The policy showed that the service had insurance in place from 28 March 2025 to 27 March 2026.

### Part VII - Premises and Space Requirements

#### Regulation 29 - Premises

*A registered provider shall ensure that the premises of the service are-*

*(d) cleaned, maintained and repaired, as required, and*

*(e) equipped with adequate and suitable sanitary facilities.*

#### Non-Compliance Information

- (d)
1. A small circle pattern of floor covering in the Toddler room was lifting from the floor surface and has become slightly raised which poses a trip hazard. It is acknowledged the staff confirmed to the inspector that they had reported this to management for repair and records reviewed demonstrated this.
  2. In the Red Pre-school room, a child's leatherette couch was not well maintained, and required repair due to a tear in the fabric leaving foam exposed.
- (e)
1. The flushing mechanism on one of the toilets in the Red preschool room was broken. It is acknowledged that it was recorded on a risk assessment and reported for the attention of maintenance staff, however adequate sanitary facilities were not available on the day of the inspection as there were 14 children present with a maximum of 16 children accommodated in the room. There must be 1 toilet closet and 1 sink available to every 11 children.

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

### **Corrective and Preventive Action**

- (d)
1. The floor was scheduled for repair and the inspector was shown evidence of this on the day of inspection. Works were due to be carried out on Tuesday evening the 01/04/2025, and work is now completed.
  2. The leatherette sofa was ordered prior to inspection in February 2025. On the day of inspection, we removed the sofa as advised by inspectors and it has been replaced.

- (e)
1. The flush was fixed on 03/04/2025.
- The services' maintenance team will repair equipment and facilities on an on-going basis. The registered provider will work with them to ensure repairs are completed in a timely manner. Staff have been reminded to report any concerns as early as possible to avoid damage or breakages occurring. This includes any furniture, equipment or fixtures.

### **Supporting documentation submitted**

Photographic evidence of the repaired circle pattern on Toddler room floor, the new child's sofa and toilet that is now fixed in the Red preschool room.

### **Summary Comment**

The response from the registered provider has addressed the non-compliances found upon inspection in relation to Regulation 29 (d) 1 and 2, and (e) 1.

## 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) (a) (b) & (c)

A Complaints Policy was available for the service.