

Early Years Inspectorate Regulatory Report

School Age Services

TUSLA Identifier:	TU2020DY045SA
Name of School Age Service:	Carousel Daycare Nursery
Name of Registered Provider(s):	Anne Marie Doyle
Address of School Age Service:	Kilmore Road, Artane, Dublin 5
Eircode:	D05 C7X8

Date of Inspection:	13 April 2026
Number of school age children present during inspection:	PM 32
Registration status:	Registered

Address of the Early Years Inspectorate	Early Years Inspectorate 180-189 Lakeshore Drive Swords Co Dublin
Inspection undertaken by:	M. McDonnell
Title:	Early Years Inspector

Authority to Inspect

Tusla's 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:

Carousel Day Nursery is based in a converted ground floor building in a commercial area in Co. Dublin. The service provides care for children aged 4 to 12 years old from 7.30am to 9.00am for breakfast club and 1.15 to 6.15pm for after school. The children have access to three care rooms, sanitary facilities and an outdoor area at the front of the premises. There is also a kitchen onsite. The registered provider also operates a registered preschool service on the premises.

Staffing:

The registered provider is named as the person in charge of the service. The registered provider employs seven staff members; some staff members work solely with school-age children, whilst some work in the registered pre-school and school age service. There are six staff members who work directly with the children and a bus driver.

Additional Information:

This inspection was triggered by information received by the inspectorate.

Legislation

Tusla's Early Years Inspectorate is the independent statutory regulator of School Age Services in Ireland, and its role is to promote and monitor the safety and quality of school age care provision in accordance with the following legislation:

- The Child and Family Agency Act 2013, Part 12.
- Child Care Act 1991 (Early Years Services) (Registration of School Age Services) (Amendment) Regulations 2022.
- The Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018).

A school age service means any early years service, play group, day nursery, crèche, day-care or other similar service which:

- a) caters for children under the age of 15 years enrolled in a school providing primary or post-primary education,
- b) provides a range of activities that are developmental, educational and recreational in

- manner, which take place outside of school hours, the primary purpose of which is to care for children where their parents are unavailable, and
- c) the basis for access to which is made publicly known to the parents and guardians of the children referred to in point (a) above.

It is the responsibility of a registered provider to ensure the safety and well-being of school age children and the above legislation authorises Tusla to assess compliance with the Regulations.

Inspection Methodology:

The inspection is unannounced to assess compliance with the Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018), Child Care Act 1991 (Early Years Services) (Registration of School Age Services) (Amendment) Regulations 2022, and the Child Care Act 1991, Section 58 as amended by Part 12 of the Child and Family Agency Act, 2013.

The findings on inspection are gathered through a triangulation method, including:

- Information obtained through examination of documentation.
- Direct observation.
- Discussion with relevant staff.

This inspection aims to determine the extent to which service is appropriate for the care, safety, and wellbeing of children in accordance with the regulations cited above.

Inspection findings are documented in the School Age Services 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 corrected the non-compliance and how they will prevent them 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 CAPA 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.

Acknowledgements:

The inspector wishes to acknowledge the co-operation of the children, registered provider, and staff who were present on the day of inspection.

Statutory Notices

Notice	Date Served	Detail
Improvement Notice IN1201	13/04/2026	There was no Garda vetting disclosure available for a staff member who was not on site but had worked in the service.
Status	The registered provider took action on the day of inspection, and provided an email response on the day, to address the statutory notice and this action was accepted by the inspectorate. Vetting must be submitted to the inspectorate prior to the person having access to the children.	
Improvement Notice IN1202	13/04/2026	There was no police vetting, which was required, for a staff member who was not on site but had worked in the service.
Status	The registered provider took action on the day of inspection, and provided an email response on the day, to address the statutory notice and this action was accepted by the inspectorate. Vetting must be submitted to the inspectorate prior to the person having access to the children.	

Summary of Findings:

On the day of inspection, the registered provider was found to be compliant in:

- Regulation 8(1)(a)(b): Vetting disclosures.
- Regulation 10 Policies.
- Regulation 12: Insurance.
- Regulation 13(1)(a)(b)(c)(2)(a)(b)(3)(a)(b): Complaints.

On the day of inspection, the registered provider was found to be non-compliant in:

- Regulation 8(1)(c)(d)(2): Vetting disclosures.
- Regulation 9(1)(2): Staffing levels.
- Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013.

Conclusion and follow up actions:

The registered provider submitted an appropriate response and evidence, in their corrective and preventive action plan, to the non-compliances identified on inspection. These will be reviewed on any follow up inspection.

Regulation 8: Vetting disclosures

(1) A registered provider of a school age service other than a childminding service 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.*

Regulatory Requirement Met

The inspector reviewed the staff files of the registered provider and seven staff members. There were two written references for the registered provider and two written and validated references available for each of the seven staff members from either a previous employer or source other than a previous employer. Garda Vetting disclosures were available for the six staff members and the registered provider. These Garda Vetting disclosures available were dated within the last three years demonstrating compliance with the Renewal of Garda Vetting regulatory notice. Documentation available demonstrated that police vetting was not

required for the registered provider or six staff members.

Regulatory Requirement not met

(1)(c) See Statutory Notice section in relation to Improvement Notice IN1201 served.

(1)(d) See Statutory Notice section in relation to Improvement Notice IN1202 served.

Regulation 9: Staffing levels

(1) Subject to this Regulation, a registered provider of a school age service other than a childminding service shall ensure that there is at all times an adequate number of competent and suitable adults on the premises while the service is operating.

(2) Without prejudice to paragraph (1), a registered provider of a school age service other than a childminding service shall ensure that there is a minimum ratio of 1 adult to 12 children at all times while the service is operating.

Regulatory Requirement Met

(1) There were 3 adults working with 32 children.

Regulatory Requirement not met

(2) On the day of inspection, there was an insufficient number of adults working directly with the children. There was one adult working directly with 13 children in the Middle Room. It is acknowledged that there were 2 adults and 19 children in the Indoor Garden.

Corrective & Preventive Action Response submitted by the Registered Provider

(2) The registered provider stated they had discussed the 1:12 ratio with staff. They have stated there were 32 children present on the day and 3 staff, so the staff have been instructed to divide the numbers of children to staff each day correctly.

Summary of Findings

The actions submitted by the registered provider, in their corrective and preventive action plan, have addressed the non-compliance.

Regulation 10: Policies of a school age service

A registered provider of a school age service shall ensure that the policies and statements specified in Schedule 6 are in place for the service.

Regulatory Requirement Met

The registered provider ensured that the complaints policy, drop off and collection policy and the behaviour management policy were available on site for staff.

Regulation 12: Insurance

A registered provider shall ensure that the school age service is adequately insured.

Regulatory Requirement Met

The service had insurance cover for a maximum attendance of children in the service. Insurance cover was valid from the 28 March 2026 to the 27 March 2027.

Regulation 13: Complaints

- (1) A registered provider of a school age service other than a childminding service 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 of a school age service other than a childminding service shall ensure that—*
- (a) a record in writing is kept of a complaint made to the provider in respect of the school age 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.*

Regulatory Requirement Met

The complaints policy detailed the procedure for making a complaint, which included complaints from staff members and children. The policy detailed how verbal and written complaints would be dealt with, recorded and how a complainant would be kept informed of the complaints procedure and specified timelines for responses. The inspector was able to review a record of a recent complaint and correspondence with the complainant in line with the service's policy.

Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013

It shall be the duty of every person providing an early years service to take all reasonable measures to safeguard the health, safety and welfare of children attending the service and to comply with regulations made by the Minister under this Part.

Regulatory Requirement Met

During the inspection, the inspectors observed the health, safety and welfare of children being supported by the following:

- Staff members spoken with stated they were aware how to identify child protection concerns and the reporting procedures which needed to be followed.
- A sample of children spoke of how the staff members supported them in completing their homework, which they liked so they didn't have to do it when they got home. The inspector observed that at this time a calm environment was provided in both rooms and the children asked staff questions and were supported in completing their homework.
- Children were provided with outdoor play and were observed enjoying, a variety of outdoor activity toys and games.
- The children were provided with a hot meal of spaghetti bolognese and pasta. A sample of children spoken with stated they enjoyed the hot meals. They also stated they could bring in snacks from home but were also provided with food such as fruit, crackers and rice cakes from the service. The children also spoke of baking activities that they enjoyed, which included the baking and icing an Easter bunny cake in recent weeks.

Regulatory Requirement not met

1. The registered provider did not ensure that staff were fully trained and supported in their practice. The inspector observed the following.
 - There were no records detailing new staff members' probation period to demonstrate that they had been fully trained in the service's policies and procedures.
 - A sample of staff spoken with detailed issues that had arisen in the service. Whilst some staff spoke of how these had been addressed there were no records available to demonstrate how these concerns had been addressed and risks managed. This is at variance with the service's supervision policy.
 - A sample of staff spoken with stated that there were occasional supervision sessions, and there were no regular team meetings. When meetings did occur, there was no record of these as outlined in the service's supervision policy. This was confirmed by the registered provider.
 - Not all staff members working with the children had completed or had current training in child safeguarding.

Ensuring staff are appropriately trained and supervised, with written records available, supports staff members in safe and effective practice.

2. The registered provider did not ensure that all incidents were documented, and risk assessments completed to prevent risks reoccurring. A sample of staff members and the registered provider confirmed that there had been an incident with a child during school drop off, where a child was left unsupervised. It was also confirmed verbally that there may have been previous issues on collections. There were no incident records available to demonstrate that parents had been informed or that risk assessments had been completed. The registered provider had not ensured that the risk of the incidents reoccurring had been reduced.
3. The registered provider did not ensure personal phone use was in line with best practice. The inspector observed a notice in the entrance to the service stating that personal phones would not be used on site. However, staff members described having to use their phones to support activities for children, such as playing music and helping with homework. It was also stated that messages about children's collections may come to a staff members phone, even when the staff members are not scheduled to work. There were no documented controls in place

for when staff were using the phones to ensure that this was done safely. The practices observed presented a risk of information not being communicated effectively with the correct staff members or the safe use of staff members phones within the service.

4. The children were not afforded the opportunity for privacy in relation to their age and stage of development. Children in the Indoor Garden were provided with an opportunity change from their uniform to their own clothes; however, this was in the main room when other children were present.

Corrective & Preventive Action Response submitted by the Registered Provider

1. The registered provider has stated they will conduct regular staff meetings and commence staff appraisals. Staff have also been trained in safeguarding. As a preventive action the registered provider stated that they will provide training for new staff and minute staff meetings.
2. The registered provider has stated that going forward they will record any incidents regarding collections in the accident and incident books.
3. The registered provider submitted photographs of newly purchased phones for each of the schools where children are collected from. These will be used in place of staff member's own phones. An updated phone policy for staff to sign was also submitted.
4. The children have been given a private area to change on an individual basis as required.

Summary of Findings

The actions and evidence submitted by the registered provider, in their corrective and preventive action plan have addressed the non-compliances identified on inspection.