

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2022GY002
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Name of Service:	Spraoui Early Learning Centre
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Address of Service:	Gort an Ri, Tubber Road, Gort, Co. Galway
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Eircode:	H91 H9RE
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Name of Registered Provider:	Theresa Murphy
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection (Day 1):	17/07/2025
Date of Inspection (Day 2):	21/07/2025
Date of Regulatory Compliance Meeting:	11/08/2025

No of pre-school children (Day 1):	AM	63	PM	63
No of pre-school children (Day 2):	AM	66	PM	66

Address of the Early Years Inspectorate:	Early Years Inspectorate, Quality Assurance Directorate, Child and Family Agency, Clinical & Administration Building, Block A (1st Floor- Green Corridor), Merlin Park Hospital, Galway.
Inspection undertaken by:	S. Meehan and A. McCarthy.
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

Spraoui Early Learning Centre is in a new residential estate, Gort an Ri, near the town of Gort, county Galway. It provides full day care and operates between the hours of 8 am to 6 pm from Monday to Friday, for children aged between 0 and 6 years of age. The service is registered to cater for a maximum number of 74 pre-school children at any one time.

The premises consists of five playrooms, sanitary facilities, a designated sleep room, two nappy changing areas, staff room and a kitchen where food is prepared on site. The pre-school children have access to two secure outdoor play areas to the front and of the building

Staffing

The service currently employs 18 adults, which includes the manager, an allocated area manager and a chef. There was also an adult on work placement who was present on day 1 of inspection. The registered provider does not work in the service and is not detailed on the staff roster.

On day 1 of the inspection four adults which included two area managers were transferred from another service of this childcare chain to replace adults on leave. There was a total of 12 adults working directly with children.

On day 2 of the inspection a general and an area manager was present in the service and 13 adults were present. Their staff files were reviewed and documented in Regulation 9: Management and recruitment.

The area managers provided relief cover and an administrative role during both days of 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.

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 by information received by the Early Years Inspectorate.

17 July 2025: An immediate action notice was issued on day 1 of the inspection under Regulation 23 - Safeguarding, Health, Safety and Welfare of children regarding unsafe temperatures that were not maintained within the recommended range in the five playrooms and designated sleep room. Please refer to Regulation 23- Safeguarding Health, Safety and Welfare of the Child in the body of the report.

18 July 2025: A response was received to the immediate action notice in which actions taken by the registered provider were detailed. This included evidence of air conditioning units that were purchased for the playrooms and designated sleep room.

21 July 2025: On day 2 of the inspection the response to the immediate action notice issued on the 18 July 2025 was inadequate as the temperatures remained high in the five playrooms and designated sleep room. Please refer to Regulation 23- Safeguarding Health, Safety and Welfare of the Child in the body of the report.

22 July 2025: An email was sent in relation to the response was sent to the registered provider to the Immediate Action Notice on the 18 July 2025 stating that the actions taken by the registered provider were inadequate based on the inspection findings on day 2. Please refer to Regulation 23 in the body of the report which outlines action taken to address the issue of raised temperatures.

11 August 2025: A regulatory compliance meeting was held by the Inspection and Registration Manager with the registered provider and general manager to discuss the immediate action notice issued, areas of non-compliance, information received to the Inspectorate and the actions taken by the registered provider. The action taken by the registered provider and evidence submitted addressed the immediate action notice.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the area manager, 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.*

(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) On the 17 July 2025, the manager was the person in charge and a person was available to deputise in their absence. Two area managers arrived at the childcare facility subsequent to the inspector's arrival.

On the 21 July 2025, the manager was the person in charge and a person was available to deputise in their absence. The area manager and the general manager arrived at the childcare facility subsequent to the inspector's arrival.

(b) The manager and a named person to deputise were available at all times during the inspection.

(2) Nineteen files were reviewed in respect of the registered provider, the general manager, the area managers and adults employed by the service. Of the 38 references required 36 were available and deemed suitable.

(a) Thirty one of the 36 references with evidence of validations required were sourced from a past employer.

(b) Five of the 36 references required were obtained from sources other than past employers.

(c) Garda vetting disclosures were available in respect of all adults employed by the service. The service demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) International police vetting with evidence of certified translation was required and available in respect of fourteen adults employed by the service.

(4) Thirteen of the fifteen adults who required a childcare qualification working directly with the children held Early Childhood Care and Education qualifications at Level 5 and Level 6 on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent.

Non-Compliance Information

- (2)(a)(b)1. A second reference with evidence of verification by the service in respect of one adult was not available.
2. One reference was deemed as unsuitable for an adult employed by the service. The adult had a reference on file from a friend as stated on the reference. The employment history record detailed that this adult had two previous employers.
- The potential risk of not having adults appropriately vetted may allow adults who are inappropriate to have access to children.
- (4) Two of the 15 adults who required a childcare qualification working directly with the children did not hold a record of Early Childhood Care and Education qualifications at a minimum of Level 5 on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent. The potential risk of not having adults with appropriate qualifications could impact on the care and wellbeing of children.
- (7)(a) The supervision of the adults working in the childcare facility was at variance with the adult's supervision policy. The supervision policy outlined that all adults must have regular and consistent supervision and records in relation to each supervision will be maintained on the adult's files.
- Records of supervision were requested for two adults in each of the five care rooms. Of the 10 supervision records requested 6 were presented to the inspectorate for review. A request was made on three occasions over two days for these records. Not having adults appropriately supervised has the potential to impact the care and well-being of children.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider stated in their response:

Corrective and Preventive Action

(2)(a)(b)

1. A second reference has been provided to the service by the employee in question, which have subsequently been verified by the company's recruitment administrator.
2. An alternative reference was sourced for the adult. The service will ensure that all verification of references is carried out by the registered provider.

(4) The two adults present on the day of inspections without the relevant qualifications have subsequently been removed from their current positions. One adult is no longer working for the company, and the other has been allocated to their school aged service until recognition is obtained.

(7) The area manager has completed all supervision reviews for the service in line with the company's policies and procedures. The date has been set for the follow up reviews and will be monitored by the area manager. The area manager is required to produce a quarterly overview of the supervisions to the registered provider which will be signed off on by the registered provider.

Supporting documentation submitted

(2)(a)(b)

1.&2. Copies of outstanding references and validation.

(4) The staff roster submitted indicated that the two adults are not rostered to work in the preschool service.

(7) A copy of the supervision policy and documented evidence of staff supervision for all staff by the area manager was submitted.

Summary Comment

Following the regulatory compliance meeting, corrective and preventive action taken by the registered provider, the non-compliances identified have been addressed.

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 following policies, procedures and statements in Schedule 5 were reviewed and met the necessary requirements:

- Complaints policy.
- Recruitment policy.
- Supervision policy.
- Policy on Manging Behaviour.
- Risk Management Policy.

- Policy on Accidents and Incidents.

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) An adequate number of adults were working with the children on both days of inspection.

(2) The registered provider ensured that the minimum ratio of adults to children was adhered to.

There were 12 adults working directly with 63 children on the 1st day of inspection and there were 13 adults working directly with 66 children on the 2nd day of inspection.

(8)(a) Documentary evidence on the roster indicated that at least two adults were on the premises when the pre-school was operating.

Part IV – Information and Records

Regulation 15 – Record of pre-school child

(1) A registered provider of a pre-school service other than a pre-school service in a drop-in centre or a temporary pre-school service shall ensure that a record in writing is kept in respect of each pre-school child attending the service containing the following particulars:

(a) the name and date of birth of the child;

(b) the date on which the child first attended the service;

(c) the date on which the child ceased to attend the service;

(d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;

(e) authorisation for the collection of the child;

(f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;

(g) the name and telephone number of the child's registered medical practitioner;

(h) record of immunisations, if any, received by the child;

(i) written parental consent for appropriate medical treatment of the child in the event of an emergency.

Compliance Information

(1)(a)(i) A sample of 10 of the 74 children's enrolment records were reviewed. These records detailed the required particulars outlined from (1)(a) to (i).

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) (h) The children's arrival and departure times were recorded on the service's childcare application device.

(k) A sample of 10 accident, injury and incident records for children attending the service were reviewed. A parental signature was available after the incident occurred for the 10 records reviewed.

Non-Compliance Information

(1)(i) The staff roster for the week beginning 14 July 2025 and the week beginning 21 July 2025 did not have the full name of each adult working in the service for each day recorded.

The staff roster was at variance with the adults present on the 17 July 2025 and the previous three days.

- Four adults working in the service on the 17 July 2025 were not recorded on the roster and one adult who was on leave was recorded on the roster as working.
- On the 21 July 2025 an adult who was on leave was recorded on the roster and a second adult who worked in the service throughout the day was not recorded on the roster.

This posed a potential risk to the health and safety of both adults and children in the event of an emergency leading to an evacuation of the service.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(1)(i) The roster has been rectified, and a template of this roster has been implemented in the service. A new roster template will ensure accurate recording of staff allocation and staffing levels.

Supporting documentation submitted

(1)(i) A copy of the new roster was submitted.

Summary Comment

Following the regulatory compliance meeting, corrective and preventive action taken by the registered provider, the non-compliance identified have been addressed.

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

(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

(1)(a)

Basic Needs of Children:

- Healthy eating was promoted within the service; children's cultural and dietary requirements were met.
- Nutritious meals and snacks were served at regular times. The main hot meal of the day 1 was meatballs, cheese and spaghetti and on day 2 spaghetti bolognaise. Children's snacks were observed in the playrooms and consisted of fruit, yogurts, sandwiches, cheese and milk or water.
- A water station was available in the playrooms for children to help themselves as required.
- Perishable items were stored in the fridge belonging to children for snack times.
- The tables and chairs were suitable for the children's ages and stages of development in the playrooms.

- Children who were toilet trained toileted independently or supported by adults as required.
- Children who were in nappies had nappies changed by adults when required.
- Children were observed washing their hands during the inspection.
- Children had the opportunity to partake in small and large group activities and play, leading to increased social awareness, co-operation, collaboration, teamwork and a sense of belonging,

(3) The staff demonstrated a knowledge of the service's behaviour management policy and confirmed the completion of children first training and training on the behaviour management policy. The managers and staff explained the practices that were unacceptable in the service which included prohibited practices that were disrespectful, degrading, exploitive, intimidating, emotionally or physical harmful or neglectful to children.

Adults were observed comforting and supporting new children that were settling into the service. Adults were able to demonstrate that they were aware of children's routines, likes and dislikes.

Non-Compliance Information

19(1)(a)

Basic Needs of Children:

1. Soft seating was not provided in the Turtles playroom for children aged 1 to 2 years to relax or rest during the day.
2. An adult in the Koalas room caring for children ranging in age from 3 to 5 years had difficulty with understanding the English language and speaking in English. The adult was asked about the programme of care and was unable to understand and communicate effectively with the inspector, an adult was observed not being able to communicate effectively with the children in their care or with the inspection team due to a language barrier. The adult and manager stated that the adult was attending English classes. The difficulties the adult had in the care room was notably communicating in and understanding the English language. This potentially may impact negatively upon relationships to support children and their parents/guardians, may impact speech and language development in children attending the service and may create challenges in providing individual care and support to children in their care.
3. Transitions in activities in the Turtles playroom which accommodated children aged 1 to 2 years were not planned by adults in advance. Children were observed being left to wait on the floor with no activity planned for them. This in turn led to children being upset and unable to adjust to the next activity.

Physical and Material Environment

- On the 17 July 2025 children aged 1 to 2 years in the Turtle room were observed pulling out of and crawling under the 3 highchairs and not being stimulated due the lack of available equipment and materials. Staff did not recognise or respond appropriately to the children's needs for accessible play equipment. A soft play foam climbing area and a wooden kitchen that had no supporting play materials and equipment was available for the 10 children present. The inspectors had to call on the area manager to assist in this room. The area manager was shown the lack of stimulating activities and equipment available for the children. Upon the area manager arrival the children were sung to, engaged with and toys were placed on the floor from shelving.

Corrective & Preventive Action submitted by the Registered Provider

The registered provider responded to say:

Corrective and Preventive Action

Basic Needs

- The soft seating has been expanded in the Turtles playroom.
- The adult working in the Koalas playroom with the language barrier no longer works in the service.
- Staff members were provided with additional training documentation around transitions to ensure the experience are more engaging for children.
- Regular reviews of the playrooms will be carried out by the registered provider.

Supporting documentation submitted

- Photographic evidence of the Turtles playroom with soft seating was submitted.
- A copy of the staff roster with the staff member no longer rostered and the registered provider will ensure that all adults employed in the service will communicate effectively with children.
- Evidence of training on transitions and a transition schedule was submitted.

Physical & Material Environment

- Photographic evidence of the Turtles playroom with layout special interest areas and equipment.

Summary Comment

Following the regulatory compliance meeting, corrective and preventive action taken by the registered provider, the non-compliances identified have 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

General Safety:

- The service was secured upon arrival; a fob system was in place for adults working in the service. In addition, a buzzer operated camera system was in place at the entrance door to monitor the safe entry and exit of the children and to prevent unauthorised adults from entering.
- The outdoor areas were secured with fencing to protect the children within.
- Cleaning agents and medication were secured out of reach of the children.
- The highchairs in the Turtle room were maintained in good condition with a safety harness.
- Storage facilities were inaccessible to the children.

Infection Control:

- Liquid soap, hand paper towels and lidded, lined pedal operated bins were provided for the disposal of paper waste.
- Child friendly handwashing posters were located above the wash handbasins to promote good handwashing practices.
- The prepared infant formula was stored correctly in a fridge in the playroom.
- Individually labelled containers were available where clean linen was stored.

Fire Safety:

- The fire exit doors and passageways were clear from obstruction.
- The fire exit routes and fire assembly points were readily identified with clear and illuminated signage.

Non-Compliance Information

General Safety:

1. A studded earring was observed in a 16-month-old child's ear in the Turtles playroom where children are aged between 1 and 2 years of age which may present as a choking hazard to a preschool child.

2. On the 17 July and 21 July 2025, the sleep room and care room temperatures were not maintained between the required range of 18 to 22° Celsius. The safe sleep procedure was at variance with the service’s policy. A suitable means to measure and maintain the sleep and care room temperatures was not available for staff. The external air temperature was recorded as 19° Celsius.

Room Temperatures 17 July 2025	
Sleep Room	26.6° Celsius
Turtles Room	27.2° Celsius
Penguins Room	26.8° Celsius
Koalas Room	27.1° Celsius
Zebras Room	27.5° Celsius
Llamas Room	24.8° Celsius

On the 17 July 2025 the managers and adults were requested by the inspectors to take immediate action to resolve the unsafe temperatures. On the 18 July 2025 an immediate action notice was issued to registered provider requesting a written response to resolve the potential risk of the high care room and sleep room temperatures. This posed a potential risk to children due to their limited ability to regulate their temperatures, heat exhaustion, dehydration, poor concentration and irritability.

Air conditioning units were purchased by the registered provider and placed in some rooms however the temperatures were not reduced. The inspectors requested the managers and staff to act in relation to the high temperatures as the risks associated with the excessively high temperatures had not been identified.

The non-compliance remained unresolved on inspection 21 July 2025. This was at variance with the requested measures outlined in the immediate action notice issued on the 18 July 2025 and the registered provider’s written response. A suitable means to measure and maintain the sleep and care room temperatures was not available for the adults to use. The external air temperature was recorded as approximately 15° Celsius.

The room temperature measurements were as follows:

Room Temperature Measurements 21 July 2025:

Sleep Room	25.5 ° Celsius
Turtles Room	26.6 ° Celsius
Penguins Room	26 ° Celsius
Koalas Room	24.4 ° Celsius
Zebras Room	24.2 ° Celsius
Llamas Room	26 ° Celsius

On the 21 July 2025 it is acknowledged an engineer was consulted and the registered provider closed the service for a period and children were sent home due to the high room temperatures.

- The wash hand basins in the sanitary facilities of the Koalas playroom on day 1 did not have thermostatically controlled hot water. The water temperature was recorded at 59.1 °C which posed as a safety risk for children. It is acknowledged that on day 2 that this was rectified and the hot water was recorded at 28.6 °C.

Administration of Medication:

- A sample of 10 administration of medication records were reviewed. Two of these records with five written entries of prescribed medication did not detail a parental signature after the medication was given. This posed a potential risk to children's safety and medication error.

Action submitted by the Registered Provider

The registered provider stated in their response:

Corrective & Preventive Action

General Safety:

- A notice has been shared with all parents informing them that studded earrings are not permitted in line with the services updated policy.
- Air conditioning units were installed in all play rooms and sleep rooms at the service to reduced temperatures to within the permitted range. daily risk assessment to include assessment of room temperatures has been implemented.

- The heater under the sink in the Koalas playroom was adjusted to return the water to permitted temperature range. A daily risk assessment carried out by managers includes a check on water temperatures.

Administration of Medication:

- Staff have received training on the administration of medication policy, the process for administering medication, documenting and seeking parental signature after the administration of medication.

Supporting documentation submitted

General Safety:

- The updated jewellery policy was submitted.
- An engineer's report was requested and submitted after the regulatory compliance meeting on the 11 August 2025. This engineer report outlined the work to be carried out and certified the installation of the air conditioning units. Documented photographic evidence was also submitted of the new units. Documented evidence of staff training and visual displays of correct temperatures in the playrooms and sleep room was also submitted.
- The risk assessment policy and a template for checking water temperatures daily was submitted.

Administration of Medication:

- Documented evidence of staff training and the administration of medication policy was submitted.

Summary Comment

Following the regulatory compliance meeting, corrective and preventive action taken by the registered provider, the non-compliances identified have been addressed. The actions taken by the registered provider also addressed the immediate action notice issued.

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

The registered provider ensured that during the inspection all children were appropriately supervised, when attending the service in the five playrooms. On the day of inspection, supervision by adults both by sight and sound occurred to ensure children’s safety. The adults were observed supervising children in the outdoor play areas and indoors at toileting, nappy changing, in the playroom and at sleep time in the designated sleep rooms.

Part VI – Safety

Regulation 28 – Insurance

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

Compliance Information

Up to date insurance cover was available for 81 pre-school children. The insurance policy for the full day care service is valid until the 27 March 2026.

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 manager and the area manager had a record of up to date First Aid Responder (FAR) training and the staff roster indicated that an adult with First Aid Responder (FAR) training was available in the service at all times.

(2)(a) Suitably equipped first aid boxes were stored in the office with identifiable signage.

(b) The first aid boxes were available in the service for use by the adults in the event of an emergency.

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) Records were available to demonstrate that monthly fire drills were carried out by the service. The last fire drill took place on the 12 June 2025.
- (b) Up-to-date records of the number, type and maintenance service were available for the firefighting equipment and the smoke alarm system. The most recent service of the firefighting equipment took place on the 11 July 2025 and the smoke alarm system took place on the 04 February 2025.
- (4) Fire action notices were displayed at the fire exit points demonstrating the procedures to be followed in the event of a fire.

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 complaints policy was in place in the service and adequately outlined the following:
- (a) Details of the procedure to be followed by a person for the purposes of making a complaint in relation to the service.
 - (b) Details of how a complaint will be dealt with by the service.
 - (c) Details of the procedures in place outlining how the person who makes a complaint in relation to the service will be informed and how the complaint is managed.