

Early Years Inspectorate Regulatory Report

Pre School

45TUSLA Identifier:	TU2023LH002				
Name of Service:	Smart Start Playschool				
Address of Service:	Ballymakenny Business Park, Ballymakenny Road, Drogheda, Co. Louth				
Name of Registered Provider:	Denise Lynch				
Service type:	Full Day, Part Time, Sessional				
Date of Inspection:	26/11/2025				
No of pre-school children:	<table border="1"> <tr> <td>AM</td> <td>63</td> <td>PM</td> <td>45</td> </tr> </table>	AM	63	PM	45
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Address of the Early Years Inspectorate:	Tusla Early Years Inspectorate Meath Child & Parent Support Hub, Commons Road, Navan, Co. Meath
Inspection undertaken by:	D. Murray and M. McDonnell
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

Smart Start Playschool is a privately owned childcare facility in operation since January 2024. The service provides full day, part-time and sessional care to preschool children between the ages of 1 to 6 years. A school aged service is also provided. The service operates from 7:30 am to 6:00 pm and participates in the Early Childhood Care and Education (ECCE) scheme. The converted two-storey building consisting of 4 care rooms.

Downstairs:

Bumblebee Room and the **Butterfly Room** facilitated the care of children from 2 to 3 years.

Bear Room provided care and education to children from 2 years 8 months to 4 years.

Upstairs:

Badger room and the **Busy Bees room** provided care and education to children from 2 years 8 months to 5 years.

The Busy Bees room accommodates school aged children in the afternoons.

Other facilities in the service were a cot/sleep room, sanitary facilities, a kitchen and an office. A large enclosed outdoor space is available to the side of the building.

Staffing

The registered provider employs a manager, deputy manager, 15 childcare staff, 3 school aged staff members, 1 administration staff and a cook. Present on the morning of the inspection were the registered provider, deputy manager, 13 childcare staff, 1 school aged /cleaner staff member, 1 administration staff and a cook. The manager arrived to the service at 10:30am and a student commenced work placement at 11am.

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/ premises and facilities. 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

The inspection was carried out following receipt of a concern received to the Early Years Inspectorate on the 24/10/2025.

An Immediate Action notices were issued to the manager on the day of the inspection regarding Regulation 9(2)(c) and Regulation 23 Safety. A response was received on the 27/11/25 which was accepted by the Inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, manager, 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.

(2) A registered provider shall ensure that each employee, unpaid worker and contractor is suitable and competent taking into consideration the nature of the needs of children, including by-

- (a) consideration of references from the person's past employers, if any, and in particular the most recent employer, if any,
- (b) consideration of references from reputable sources in the case of a person who has no past employers,
- (c) consideration of the vetting disclosure received from the National Vetting Bureau of the Garda Síochána in accordance with the Act of 2012 in respect of the person, and
- (d) ensuring, insofar as is practicable, that where a person has lived in a state other than the State for a period of longer than 6 consecutive months, he or she provides police vetting from the police authorities in that state.

(3) The procedures specified in paragraph (2) shall be carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(4) A registered provider shall ensure that, without prejudice to the generality of paragraph (2) and subject to paragraphs (5) and (6), each employee working directly with children attending the service holds at least a major award in Early childhood Care and Education at Level 5 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

(6A) Paragraph (4) shall not apply to an employee of a registered provider where - (a) the registered provider receives funding for the employment of the employee pursuant to a scheme funded by the Minister and known as the Access and Inclusion Model, and (b) the employment of the employee is for the purpose of providing support, pursuant to the scheme referred to in subparagraph (a), for a child attending the service to enable the child to participate in the programme known as the Early Childhood Care and Education (ECCE) funding Programme."

Compliance Information

(1) (a) The service had a designated person in charge and a named person to deputise as required.

(b) A designated person in charge was on the premises when the inspectors arrived unannounced to carry out the inspection.

(2) The vetting files for 23 staff members and one student were reviewed at the inspection and contained the following information.

(a)&(b) Forty eight validated written references were available either from a past employer or from a reputable source.

(c) Garda vetting disclosure was available for 22 staff members and a student. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.

(d) Police vetting's were available for 7 staff members who had resided outside the jurisdiction for a period of more than 6 consecutive months as an adult.

(4) Thirteen of the fifteen staff members who work directly with the pre-school children held a major award in Early Childhood Care and Education at Level 5 and above on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent.

(6) (a) One staff member was employed under the scheme known as the Access and Inclusion Model.

Non-Compliance Information

The registered provider had not carried out appropriate vetting procedures to ensure that all staff were suitable and competent to work directly with children. The following was recorded on inspection:

(2)(c) Garda vetting was not available for 1 staff member who was working in the service. This staff member was rostered off on the day of the inspection. An Immediate Action notice was issued to the manager. A response was received on the 27/11/25 which was accepted by the Inspectorate.

(d) Police vetting's was not available for 1 staff member who had resided outside the jurisdiction for a period of more than 6 consecutive months as an adult.

(3) The procedures specified in paragraph (2) (c) &(d) were not carried out prior to any person being appointed, assigned or allowed access to or contact with a child attending the pre-school service.

(4) Evidence was not available to demonstrate that all staff who worked directly with the pre-school children held an appropriate childcare qualification as outlined as follows;

- One staff member had no documentation to state that they had an appropriate childcare qualification.
- One staff members documentation did not confirm they had a full childcare qualification.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

9(2) (c) & 9(3) Application for garda vetting has been made for this staff member. This staff member will not work in the service until her garda vetting is processed. The registered provider will ensure that garda vetting is obtained for each staff member before they commence employment.

(d) This police vetting was available on the day of inspection but was stored in the wrong file. The registered provider will ensure that all documents are stored in the correct file and are available for inspection.

(4) The colleges have been contacted for further clarification regarding the qualifications. The registered provider will ensure that final certification of staff members qualification is available on file before the staff member commences employment.

Supporting documentation submitted

Garda vetting.

Police vetting.

Summary Comment

9(2) (c)(d) & 9(3) The registered provider has addressed the non-compliances, the response received has been reviewed and accepted.

(4) Clarification regarding the 2 staff members qualifications have not been submitted to the inspectorate. The registered provider has not addressed this non-compliance. The response received has not been accepted.

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.

- Child Safeguarding Statement which will be reviewed by the Child Safeguarding Statement Compliance Unit.
- Risk management policy.

- Policy on the use of the internet and photographic and recording devices.
- Policy on outdoor play where such play is provided to children attending the service.
- Policy on accidents and incidents.
- Policy on managing behaviour.
- Policy on toileting and nappy changes.

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) Present on the morning of the inspection were the registered provider, deputy manager and 13 childcare staff. The manager arrived to the service at 10:30am and a student commenced work placement at 11am.

(2) On the morning of the inspection the following adult to child ratios were observed when the service was operating at capacity:

Bumble Bee room had 2 staff members providing care to 10 children ranging in age from 2 to 3 years. One child was attending on a part time basis, 9 children were attending on a full day care basis.

Butterfly room had 3 staff members providing care to 13 children ranging in age from 2 to 3 years all attending on a full day care basis.

Bears room had 2 staff members providing care and education to 7 children ranging in age from 2 years 8 months to 4 years all attending on a full day care basis.

Badgers room had 3 staff members providing care and education to 17 children ranging in age from 2 years 8 months to 4 years 6 months. Two children were attending on a sessional basis and 15 children were attending on a full day care basis.

Busy Beavers room had 3 staff members providing care and education to 16 children ranging in age from 2 years 8 months to 5 years all attending the ECCE sessional service.

(8)(a) The registered provider ensured that there were always two adults on the premises when the service was in operation as documented on the staff roster.

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.

(k) details of any accident, injury or incident involving a pre-school child attending the service.

Compliance Information

(k) An accident book was available for recording any accident, injury or incident which the parents sign to ensure they were informed. Accident and incidents reports were also completed on an electronic device and sent to parents for signing before the parents collect their child.

Non-Compliance Information

(1)(h) The attendance records of children were not updated contemporaneously to ensure all children were accurately accounted for in the event of an emergency. Two children from the Badgers room, who it was stated would leave at 11.30am were not signed out of the classroom role book. They were also not signed out of the main attendance register located in the hall when reviewed by the inspector at 1.26pm.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

All children are now signed in and out of both registers. The registered provider will ensure that this practice is completed on a daily basis.

Supporting documentation submitted

Children's sign in and out register.

Summary Comment

The registered provider has addressed the non-compliances. The response received has been reviewed and accepted.

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.

(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) 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:

- Children were observed engaging in tabletop activities, art and crafts and free play with children afforded the opportunity to choose and change activities if they so wish. For example, children in the Badgers, Bears and Busy Beavers rooms were observed playing with sensory items whilst their peers read books, played in home corners or built towers. The theme of the month was "Thanks Giving" with children's art work displayed to reflect this theme. Each child had a scrap book/Learning Journal which was sent home once completed.
- Mealtimes in the service were observed to be a social and pleasant experience for the children. Staff sat at the table whilst the children ate engaging them in conversation and provided assistance to the children as required. Children had easy access to their drinking cups which were accessible in their care rooms.
- Children's nappies were changed regularly and in a timely manner with warm one-to-one interactions during direct care. Staff members were responsive to the children's cues should they need to use the toilet, with discreet supervision provided and assistance given if required. Parents were responsible for providing creams and a change of clothes for their children in the event that their clothes got soiled or wet.
- All children were observed enjoying outdoor play with both their peers and staff members.

Supporting relationships around children:

- In the younger age rooms a daily diary was maintained and sent home. In all care rooms staff members communicated with parents through a messaging service and verbally on a daily basis regarding activities pertaining to their children. Children and parents were greeted at drop off and collection with friendly conversation overheard.
- The service showed a positive regard towards the families of the children and family links were nurtured in the service with family photographs displayed on the wall in the care rooms. This visual representation of children and value of their work supports children to feel a sense of identity and belonging in their care environments.

(3) In all care rooms children's behaviour was managed in a positive way. The adults were observed to engage respectfully with the children in their care. The children showed confidence around the staff members and an eagerness to engage with them in conversations and play. Children were comforted when they became upset with the staff adopting behavioural management strategies such as speaking to the child softly and promoting turn taking and sharing. Challenging behaviour when presented was dealt with in a calm and caring manner and the children responded well to distraction and re-direction. The children appeared comfortable, happy and relaxed in their environment.

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) Cosy areas consisting of mats, cushions and soft furnishings were available in all care rooms should a child needed to take a break from activities and rest. A cot/sleep room was available with 2 standard cots and 6 stackable beds for the children in the Bumble Bee room requiring sleep. The children in the Butterfly room were accommodated to sleep on stackable beds in the care room.

(3)(a) The outdoor space was enclosed by fencing with secure gates. The surface area consisted of soft tiles and a cemented area. The partially sheltered area permitted children to play outside sheltered from the weather.

Non-Compliance Information

(1)(b) A child aged over three years who slept in the Bears room was not provided with appropriate sleep facilities. A child was observed sleeping from 12.54 to 1.45pm on a rug on the floor with a small pillow.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

A sleep mat is available for this room if required. The registered provider will ensure that any child that fall asleep are placed onto a sleep mat.

Supporting documentation submitted

Photographic evidence of a sleep mat.

Summary Comment

The registered provider has addressed the non-compliances. The response received has been reviewed and accepted.

Part V - Care of Child in Pre-school Service

Regulation 21 – Equipment and materials

A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.

Compliance Information

- The care rooms were laid out in clearly defined interest areas to prompt and support children to engage in self-directed and creative play. Interest areas included well developed home and kitchen corners with a range of ‘real world’ equipment to promote and extend role play. Construction areas, transport toys, arts and crafts materials, musical instruments were available along with a variety of tabletop resources. The environments also contained a range of natural materials and open-ended materials to encourage curiosity and exploration.
- Ther outdoor area provided ample opportunity for movement, sensory play and outdoor learning. Equipment included ride on toys ,slide,rockers,pladtic kitchen,tyres,mud kitchen,basketball stand and ball, wooden playhouses, climbing wall and climbing frame, seating area for children.

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

The service had a 1-week menu plan with a variety of snacks and main meals ranging from meat and poultry. Breakfast was served from 7:30am to 8am consisting of a variety of cereals, toast and yogurts. Morning snack was served at 09:30am which parents provide for the Bumble Bee and Butterfly rooms. The service provided the morning snack to the remainder of the rooms which consisted of bagels, cream cheese and fruit. Dinner was served at 11am which consisted of spaghetti bolognaise. Afternoon tea was served at 2pm which consisted of a selection of sandwiches. Fresh fruit and rice cakes were served at 16:30pm before leaving for home. Water was the drink of choice.

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 in place on the day of inspection as demonstrated by the following examples:

- The main door to the service was secured by a locking system which had to be operated by a staff member. These security measures ensured that a child did not exit unsupervised and restricted unauthorised persons from gaining access to the service.
- All cleaning agents were stored out of reach of the children.
- All furniture and display units had a stable base with no risk of toppling identified. All play equipment seen on the day of inspection was suitable for the age, stage and development of the children in each care room.
- On the service admission form parents are asked to give consent for their child's photo to be taken, photos to be uploaded on social media and the recording of videos. Parents also have to sign permission for usage of personal data.
- Indoor and outdoor risk assessments were carried out on a daily basis and documented on a daily risk assessment sheet.

Infection Control:

The following infection control measures were observed in the service as demonstrated by the following examples:

- The service was clean with cleaning schedules maintained on a daily basis.
- All bins for disposal of nappies were foot pedal operated.
- Warm water, hand paper towel and liquid soap was available in the children's sanitary facilities.
- All creams were labelled with the children's name.

Safe Sleep:

The following Safe sleep practices were observed in the service as demonstrated by the following examples:

- Children who were in cots and on sleep beds in the Butterfly room were supervised by an adequate number of adults at all times.

- In the cot /sleep room used for the Bumble Bees room and in the Butterfly room a sleep log was maintained on all sleeping children at 10 minutes interval recording their colour, breathing pattern and position.
- The temperature of the cot /sleep room and the Butterfly room were maintained between 18°C to 22°C while children were sleeping.

Fire Safety:

The following Fire Safety practices were observed in the service as demonstrated by the following examples:

- All emergency exit doors were accessible in the event of an evacuation.
- Fire drills were recorded on a monthly basis.

Non-Compliance Information

General Safety:

1. The blind cords in the Badger room were not secured to prevent a possible injury to a child.
2. The hot water in the sanitary facilities accessed by the children from the Busy Beavers Room was not thermostatically controlled to a maximum of 43°C. The inspector recorded the temperature at each of the four sinks between 46°C and 48°C. It is acknowledged that these are mixer taps.

Infection Control:

3. The bin in the Bumble Bee care room were not foot operated and therefore staff and children were repeatedly observed handling the bins to dispose of contaminated items. All bins for contaminated items must be foot operated and have a tight-fitting lid.
4. During nappy changing the following was observed:
 - No apron was worn to protect a staff members clothes and to prevent cross contamination.
 - The staff member did not remove her gloves after changing a soiled nappy. The staff member proceeded to dress the child with the gloves on thereby contaminating the child's clothes.

Safe Sleep:

5. An Immediate Action Notice (IAN) was issued on inspection as the temperature of the Bears care room while a child was sleeping was 23.7°C at 1.16pm this exceeds the maximum temperature of 22
6. There were no thermometers in the cot/sleep room, for the Butterfly, Bear or Badger Rooms to ensure that the air temperature was maintained between 18°C to 22°C.
7. There were no consistent documented sleep checks of sleeping children in the Bears or Badger Room. A child over two was observe sleeping in both rooms. Whilst it is acknowledged that staff were observe checking the children, it was not documented at 10-minute intervals to include position, colour and breathing.

8. In the Butterfly room 17 stackable beds were put down for sleep in an area of the room. This area was overcrowded as there were not 50cm between the beds. Additional space was not available in the event of an emergency.

Corrective & Preventive Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

- 1.The blind cords are now secure.
- 2.The water in the sanitary facilities accessed by the children from the Busy Beavers Room is now set at 43°C.

Infection Control:

- 3.The bin in the Bumble Bee care room used for contaminated waste has now been replaced by a pedal bin.
4. Nappy changing procedure has been discussed with the staff members.

Safe Sleep:

5. The heating has now been adjusted and put on a timer.
6. Thermometers are now available in the cot/sleep room, Butterfly, Bear and Badger Rooms.
- 7.A sleep record book has now been placed in the Bears or Badger Room.
- 8.The stackable beds have been re-arranged so that there is 50 cm between each bed and access to each child in the event of an emergency.

The registered provider will conduct a daily risk assessment to ensure the following:

- All equipment and appliances are safe.
- Infection control equipment is available and procedures are implemented.
- Safe sleep equipment is available and procedures implemented.

Supporting documentation submitted

2&5Written evidence that the water in the children’s sanitary facilities is now set at 43°C.Heating has been adjusted in the care rooms/cot rooms to 20°C.

Photographic evidence of the following:

- 1.Blind cord secured.
- 3.Pedal bins.
- 6.Thermometers to measure air temperatures.
- 7.Sleep Record book.
- 8.Sleep bed with adequate space to access a child.

Summary Comment

The response received has been reviewed and accepted. The registered provider has addressed the non-compliances. All non-compliances will be reviewed at the next inspection.

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 service provided evidence that a person had up to date First Aid Responders course and was available at all times to the children attending the pre-school service.

(2)(a) and (b) A suitably equipped first aid box was available and safely stored in the premises.

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 written record was available of the fire drills completed in the service. The last recorded fire drill took place on the morning of the 06/10/2025 and on the afternoon of 20/10/2025.

(b) A record was maintained of the mains powered smoke alarms and fire fighting equipment. The mains powered smoke alarm was last serviced on 3 July 2025. The fire fighting equipment was last serviced on 6 August 2025.

(4) A notice of the procedures to be followed in the event of a fire was conspicuously displayed in the premises.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

The registered provider ensured that the service was adequately insured for 66 children at any one time attending for full day care. The policy showed that the service was insured from 28 March 2025 to the 27 March 2026.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

*A registered provider shall ensure that the premises of the service are-
(e) equipped with adequate and suitable sanitary facilities.*

Non-Compliance Information

(e) There was not an adequate number of nappy changing stations in the service. On the day of the inspection 24 children required nappy changing with only 2 nappy changing stations available. One nappy changing station and a sink must be available for every 11 children.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

An additional nappy changing station has been installed.
The registered provider will ensure that there are adequate nappy changing stations for the number of children attending the service.

Supporting documentation submitted

Photographic evidence of nappy changing station mounted to a wall.

Summary Comment

The registered provider has addressed the non-compliances. The response received has been reviewed and accepted.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

- (1) A registered provider shall ensure that the complaints policy of the service specifies-
- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,
 - (b) the manner in which such a complaint shall be dealt with, and
 - (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with.
- (2) A registered provider shall ensure that-
- (a) a record in writing is kept of a complaint made to the provider in respect of the pre-school service, and
 - (b) the complaint is duly dealt with in accordance with the provider's complaints policy.

Compliance Information

(1)(a)(b)&(c) A Complaints Policy was available for the service.

(2)(a)&(b) The Complaints Policy stated the following:

- The parent will be sent an acknowledgement that the complaint has been received and told how it will be dealt with, by whom and within a time frame specified by the person in charge.
- The person in charge will keep dated records summarizing what was said and by whom.
- The Manager will inform all parties involved of the outcome of the complaint made.
- Complaints will be kept on file for 2 years and are open to inspection all depending on GDPR.

Non-Compliance Information

(2)(a)&(b) There was no record or chronological log maintained by the registered provider of recent Feedback and Concerns reported to the Inspectorate regarding issues pertaining to the operations of the service as is required by the service policy.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

A Feedback and Concerns log book is now available. All staff members have been informed of this new practice. The registered provider will ensure that all Feedback and Concerns are recorded and that the Complaints Policy is implemented in practice.

Supporting documentation submitted

A Feedback and Concern log book.

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Summary Comment

The registered provider has addressed the non-compliances. The response received has been reviewed and accepted.