

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2023MH006
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Name of Service:	Dolphins Early Education and Childcare Centre
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Address of Service:	Dun Rioga Close, Dunshaughlin, Co. Meath
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Eircode:	A85 AK68
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Name of Registered Provider:	Jennifer Healy
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Service type:	Full Day, Sessional
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Date of Inspection:	30/03/2026
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No of pre-school children:	AM	45	PM	42
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Address of the Early Years Inspectorate:	180-189 Lakeshore Drive, Airside Business Park, Swords, Co Dublin K67 Y5C6
Inspection undertaken by:	AM Coyle & Y Kelly
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).

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Description of service

Dolphins Early Education and Childcare Centre was established in this location in 2023 and is registered to operate from 7.30am to 6.30pm Monday to Friday, accommodating a maximum of 85 children aged 1 to 6 years on a sessional, part-time and full day care basis. The service participates in the state funded early childhood care and education (ECCE) scheme for eligible pre-school children from 9.00am to 12.00 midday daily for 38 weeks each year. There are 5 care rooms in the service, namely Room 1, Room 2, Room 3, Room 4 and Room 5 a fully enclosed outdoor play area is located to the rear of the service.

Staffing

The registered provider employs an Area manager and a service manager to oversee the operational management of the service, supporting a staff team of 17, fourteen of whom work directly with the children, a full-time chef and a caretaker. One staff members post was part funded through the Access and Inclusion Model (AIM) scheme to reduce the adult to child ratio and if necessary to work with a child with additional needs during the ECCE session. The registered provider was not present in the service on the day of inspection and does not work directly with the children attending the service.

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

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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.

The inspection focused on an examination of compliance under regulations 9, 10, 11, 16, 19, 20, 23, 25, 26, 27, and 32; 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.

A sampling process was used to assess compliance under regulation 16 – Record in relation to pre-school service.

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 unannounced inspection was conducted following receipt of information to Tusla Early Years Inspectorate.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection.

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Statutory Notices

Notice	Date Served	Detail
Immediate Action Notice IAN number: 0981	30/03/2026	IAN issued to the registered provider as one staff member did not have international police vetting as required.
Status	Action was taken by the Registered Provider immediately following service of the Notice. A written response detailing corrective and preventative actions were submitted by the Registered Provider and accepted by the Inspectorate.	

Part II - Registration and Register

Regulation 8 - Notification of change in circumstances

(1) A registered provider of a pre-school service other than a temporary pre-school service shall, subject to paragraph (3), notify the Agency in writing of any proposed change in the details in relation to the pre-school service contained in the register pursuant to section 58C(2) of the Act or Regulation 7(2) at least 60 days before it is proposed that the change would take effect.

Non-Compliance Information

(1) The registered provider failed to notify the Early Years Inspectorate of a change in circumstances in relation to the following as per the schedule 4 Form for Notification of Change in Circumstances:

The person in charge was at variance with the information listed on the national register.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(1) The Early Years Inspectorate was informed on 30/3/26 and Person in Charge has since been changed over.

Preventive Action

(1) This was a brief oversight but has been rectified and actioned accordingly.

Supporting documentation submitted

Documented evidence was provided.

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Summary Comment

The inspectors have reviewed the actions and evidence submitted. The noncompliance identified under regulation 8 - Notification of change in circumstances has been adequately addressed.

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.*

(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.

(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;*

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Compliance Information

- (1)(a) The service had a designated person in charge and a named person to deputise as required.
- (b) The designated person in charge was present and in charge of the service when the inspectors arrived unannounced on the morning of the inspection.

Seven staff files were reviewed. The files for the remaining staff members had been reviewed at the previous inspection of the service and met the regulatory requirement. Additionally, qualifications were reviewed for a staff member whose file was previously reviewed and whose role had changed within the service and now requires an Early Years qualification.

- (2)(a) Ten validated written references were available from a past employer.
- (b) Three validated written references were available from a source other than a past employer.
- (c) Garda vetting disclosures were available for the 7 staff members whose files were reviewed. All staff Garda vetting records were reviewed and demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
- (d) International police vetting was available as required for 4 adults who had lived outside the State as adults for more than 6 consecutive months.
- (4) The core staff members who worked directly with the pre-school children in the service held a major award in Early Childhood Care and Education at Level 5 - 8 on the National Framework of Qualifications (NFQ) or a qualification deemed by the Minister to be equivalent.
- (7)(a) The registered provider ensured that employees were supervised and provided with appropriate induction. In discussion with recently appointed staff members the staff members were able to describe the induction process and the system in place regarding the review of the services policies and procedures.

Non-Compliance Information

- (2)(a) & (b) A second validated written reference was not available for one staff member.
- (d) See Statutory Notice section in relation to the Immediate Action Notice IAN 0981 served.
- (3) One staff member commenced employment in the service prior to all of the required references being in place.

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(d) Documentary evidence was not available to confirm that 1 staff member whose files was reviewed and who works directly with children in the service held an appropriate childcare qualification at Level 5 or higher on the National Framework of Qualifications or a qualification deemed by the Minister to be equivalent.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(2)(a) & (b) Registered provider has reviewed an updated all staff files accordingly to ensure all required documentation is on each file. She received a 2nd reference from the staff member and have since verified same.

(3) Staff member had references checked on 5/12 and started employment 30/11. This oversight has now been highlighted and all other files checked in accordance.

(d) The staff member has completed a level 5 course was is waiting on certificate to be processed.

Preventive Action

(2)(a) & (b) As this was an error from previous management, as part of new management teams action plan going forward, the assistant will now complete regular checks on all staff files.

(3) An oversight by previous management, however the files of new starts are all up to date and compliant. As part of staff induction, a checklist for new starts has been put together for them to use a guideline and reassurance everyone has references checked.

(d) Staff member assigned alternative role so therefore is no longer working directly with the children until cert is issued.

Supporting documentation submitted

Copy of staff reference.

International police vetting.

Copy of staff roster

Summary Comment

The inspectors have reviewed the actions and evidence submitted. The noncompliance identified under regulation 9 – Management and recruitment has been adequately addressed.

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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 relevant to this inspection were requested and reviewed.

- Complaints policy.
- Risk management policy.
- Outdoor play 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 inspection there were an adequate number of staff members working directly with the children attending the service.

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

- In Room 1 there were 5 children aged between 3 years 4 months and 5 years 5 months being cared for by 3 staff members. Six school aged children were present and cared for in this room.

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- In Room 2 there were 10 children aged between 2 years 5 months and 3 years 2 months being cared for by 2 staff members.
- In Room 3 there were 7 children aged between 1 Years 8 months and 2 years 2 months being cared for by 2 staff members.
- In Room 4 there were 13 children aged between 3 years 6 months and 5 years being cared for by 2 staff members.
- In Room 5 there were 10 children aged between 3 years 11 months and 5 years being cared for by 2 staff members.

(8)(a) The registered provider ensured that 2 adults were present on the premises at all times, verified by staff rosters and staff attendance records maintained in the service.

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:

- (j) details of any medication administered to a pre-school child attending the service with signed parental consent;*
- (k) details of any accident, injury or incident involving a pre-school child attending the service.*

Compliance Information

(1) (i) Eleven administration of medication forms were reviewed. The forms were completed appropriately and included 2 staff members signatures to confirm administration of medication and parental signatures ensuring that parents were aware that their children had medication administered whilst in attendance.

(k) The service had a record in writing of the details of accidents, injuries and incidents involving pre-school children. Twenty records were sampled and found to be clear and legible and included parental signatures to confirm that had been informed and were aware of the incident involving their child.

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Part V - Care of Child in Pre-school Service

Regulation 19 - Health, welfare and development of child

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

(a) each child's learning, development and well-being is facilitated within the daily life of the pre-school service through the provision of the appropriate activities, interaction, materials and equipment, having regard to the age and stage of development of the child, and

Compliance Information

(1)(a) The following examples demonstrate how each child's learning, development and well-being was facilitated within the daily life of the service:

Basic needs:

- The service provides all meals and snacks to children attending the service on a full day care basis. Breakfast of cereal and milk is available, Macaroni and cheese prepared and cooked by the onsite chef was served for dinner, spaghetti hoops and toast was served for tea and a snack of homemade banana bread was served for the evening snack. Children's individual dietary requirements were observed to be catered for Throughout the care rooms staff members were observed sitting with the children warmly engaging them in conversation during mealtimes providing assistance or gently encouraging the children to eat as needed.
- Nappy changing occurred at scheduled times and more frequently as required throughout the day. Staff members engaged positively with the children during this time using it as an opportunity for one-to-one interactions with the children.
- In Room 3 children's bibs were placed on the children before they ate, and the children's hands and faces were cleaned after they had finished their meals. The children in room 4 were encouraged to be independent with cleaning their faces after they ate with a mirror provided which the children were observed to use which enabled them to check if they had cleaned their faces successfully. This practice supports the children in attaining self-care skills.
- The children in the Room 3 were observed to be placed to sleep on floor beds after they had their dinner, staff members explained that if children were tired at other times they would be facilitated to sleep. The children in the Toddler room slept on floor beds in the care room at their scheduled sleep time after they had their dinner. Rest areas were provided in all the care rooms should the children chose to take a break from activities during the day.

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- The children throughout the care rooms in the service enjoyed time in the outdoor play area on the day of inspection.

Supporting relationships around children:

- Throughout the care rooms in the service staff members were observed to be very familiar with the children for whom they were caring. Staff members demonstrated knowledge about children's preferences, likes and dislikes and incorporated this information into the planning of activities. One child was transitioning from Room 2 to Room 4 and staff were observed to demonstrate awareness around the child's adaption to new routines.
- Staff members in the care rooms were observed to work well together and supported each other in the care of the children, modelling positive ways of interacting with each other and the children. Staff members updated each other on the children's care throughout the day which ensured the children's care needs were met in a timely manner.
- The service used a software technology application (an App) to provide information to parents in relation to updates on eating, nappy changes, activities and sleep which parents and guardians can access in real time.

Physical and material environment:

- The care rooms were well resourced with a broad range and quantity of equipment, toys and materials to extend the children's learning and support their development. The children in the care rooms demonstrated familiarity with navigating their environment to access the toys and play resources they chose to play with.
- The care rooms were laid out with a variety of interest areas including well-resourced home areas with a range of equipment for the children to extend their play with including crockery, cooking utensils, dolls with clothes to enable the children to extend their play. Construction resources, transport toys, arts and crafts materials, a broad range of small world toys and tabletop toys were available throughout all of the care rooms.
- A wide range of books were available throughout all of the care rooms in the service to support the children's language development, which was further enhanced through singing and reading stories to the children.

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- An enclosed outdoor area was located to the rear of the service with direct access available from Room 5 with additional smaller enclosed outdoor spaces also provided outside Room 1, Room 2, Room 3 and Room 4 which were directly accessible from the individual care rooms. The large play area had a concrete perimeter with an artificial grass surface in the centre. A playhouse, dome climber and ride on toys were provided for the children to use. The outdoor areas accessible from the care rooms were covered with rigid plastic roofing which enabled the children to access the area regardless of the weather, the areas were surfaced in concrete with staff members from the individual care rooms bringing play materials outside for the children to use. Due to the inclement weather conditions on the day of inspection the children were unable to access the outdoor area immediately adjacent to Room 5.

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, or

Compliance Information

(1)(b) Since the last inspection of the service on the 12/06/2025 a sleep room containing 3 standard cots has been established in the service. The cots accommodate the children aged 1 to 2 years in attendance in the service who require a cot to sleep in.

(3)(a) An enclosed outdoor area is located to the rear of the service. The outdoor area is surrounded with a combination of concrete walls and wooden fencing and is secured by 2 side gates. A range of play equipment including 2 climbing frames, a play kitchen, a playhouse and several wall mounted activity boards were provided for the children to play with. The area also provided the children with the opportunity for running and free movement. The service is in the process of creating an enclosed bike area to the rear of the outdoor area for the children to use the bikes and ride on toys that are available. Additional sheltered outdoor spaces are provided immediately outside Room 1, Room 2, Room 3 and Room 4.

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Part VI - Safety

Regulation 23 - Safeguarding health, safety and welfare of child

A registered provider shall ensure that all reasonable measures are taken to safeguard the health, safety and welfare of a pre-school child attending the service and that the environment of the service is safe.

Compliance Information

General Safety:

- The front doors leading into the service was appropriately secured to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises. The service has recently installed a new locking system to the front door of the service, and the front door was observed to remain closed when regularly checked throughout the inspection.
- The outdoor play areas were fully enclosed and secure which reduced the risk of children exiting unsupervised and restricted unauthorised persons from gaining access to the outdoor space and premises.
- The service's designated emergency exits were unobstructed.
- Cleaning agents were stored safely out of the reach of children.

Infection Control:

- Suitable disposable gloves and aprons were available and observed being worn for each individual nappy change.
- Soothers were labelled and stored in personalised containers when not in use. Staff members clearly described appropriate procedures for the management of soothers, including washing soothers in advance of sterilisation.
- The premises, play equipment and materials were in a clean and hygienic condition.

Administration of Medication:

- Medications were stored out of the reach of children. No children were observed having medication administered on the day of inspection.

Safe Sleep:

- The inspectors observed that 10-minute sleep check observations were being performed and documented on all sleeping children, noting each child's colour, position and breathing pattern at the time of each check.

Fire Safety:

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- Staff members were familiar with the safe evacuation procedures with children in the event of an emergency occurring on the premises. Fire exits were not obstructed.

Non-Compliance Information

Infection Control:

1. Infection control measures that were outlined in the services infection control policies were not always followed as evidenced by the following:
 - Some of the children's hands were observed not to have their hands washed following nappy changing.
 - The nappy changing mat was not always cleaned in between changing children's nappies.
 - The children attending Room 3 did not have their hands washed before they ate their morning snack.
 - A staff member was observed not to wash their hands after cleaning a child's nose.
2. The water in the hot taps at one of the children's wash hand basins in the sanitary accommodation in Room 5 was recorded as 13.6°C by the inspector. Cold water does not support pre-school children to effectively wash their hands.
3. A pedal bin was not available for disposal of waste and contaminated items in the sanitary accommodation in Room 1.

Safe Sleep:

4. The sleep forms that were available were not comprehensively completed with the necessary information that may be required to support the children's individual sleep needs and preferences. Seven sleep plans were reviewed, 6 of the sleep plans had sections of the plans that were not completed.

Action submitted by the Registered Provider

Corrective Action

Infection Control:

1. The staff received an updated copy of their Hand Hygiene and Nappy Changing policy to revise. Age appropriate and clearly visible hand-washing posters are now clearly displayed at all sinks and nappy changing areas to guide both staff and children. Visual reminders are now provided to prompt staff to remember to sanitise the nappy changing mats in between changing each child's nappy and to remind staff and children to wash their hands before they eat all their meals and regular increments throughout the day. There are now also visual cues to remind staff of correct hand hygiene practices like washing their hands after they clean the children's noses.
2. Their plumber fixed the problem that had occurred with the tap in room 5 so now the water is the correct temperature for the children to support the preschool children to effectively wash their hands.

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3. A new pedal bin was provided for the bathroom in room 1.

Safe Sleep:

4. All of the children's sleep plans have been reviewed and correctly filled out and manager has ensured they are now comprehensively completed. A new checklist has been created for new wobblers/children starting to ensure all relevant documentation is complete and returned prior to start date.

Preventive Action

Infection Control:

1. Regular checks will be done to ensure staff are maintaining a high standard of hygiene and following their infection control policy. The visuals cue permanently there to prompt the staff and children to ensure that they remember and use the highest standard of hygiene.
2. They will carry on with their weekly water checks to ensure that all the taps are always at the correct temperature for all of the taps in the building to ensure that the staff and children can both effectively wash their hands at all times.
3. Regular checks to ensure all of the bins are the correct pedal bins at all times.

Safe Sleep:

4. Ensure that when a child's sleep forms are always comprehensively completed when one is filled out for each child. Ensure new checklist is completed and returned before or on child's start day.

Supporting documentation submitted

Copy of Nappy changing policy.

Photograph of water temperature indicating correct temperature.

Photograph of pedal bin.

Copy of sleep plans.

Summary Comment

The inspectors have reviewed the actions and evidence submitted. The noncompliance identified under regulation 23 - Safeguarding health, safety and welfare of child has been adequately addressed.

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Part VI - Safety

Regulation 25 - First aid

(1) A registered provider shall ensure that a person trained in first aid for children is, at all times, immediately available to the children attending the pre-school service.

(2) A registered provider shall ensure that a suitably equipped first aid box for children-

(a) is safely stored in an easily accessible and conspicuous position on the premises, and

(b) is available to the children attending the pre-school service at all times.

Compliance Information

(1) One person trained in first aid including first aid responder (FAR) training was immediately available to the children attending the pre-school service.

(2)(a) and (b) The first aid boxes were suitably equipped and safely stored in readily accessible positions on the premises, out of the reach of children.

Non-Compliance Information

(1) One staff member only was trained in FAR training. From a review of the staff roster this staff member is not available in the service at all times during the operational hours of the service. It is acknowledged that several staff members had in date paediatric first aid training.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(1) The assistant manager and two supervisors will be sent on the FAR training course in May so therefore there will always be a staff member on site that is FAR trained at all times. The staff are able to query courses and put themselves forward for courses.

Preventive Action

(1) Regular checks on staff files

Supporting documentation submitted

Confirmation of booking for first aid responder training.

Summary Comment

The inspectors have reviewed the actions and evidence submitted. The noncompliance identified under regulation 25 - First aid has been adequately addressed.

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Part VI - Safety

Regulation 26 - Fire safety measures

- (1) A registered provider shall ensure that a record in writing is kept of-*
- (a) any fire drill that takes place in the premises, and*
 - (b) the number, type and maintenance record of firefighting equipment and smoke alarms in the premises.*
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.*

Compliance Information

(1)(a) A record was maintained of all fire drills which had been completed in the service. The records indicated that the most recent fire drill was conducted on 27/02/2026.

(b) A record was kept of the number, type and maintenance of the firefighting equipment and smoke alarms in the premises. The fire extinguishers were certified as having been serviced on the 16/09/2025 and smoke alarms were serviced on 19/06/2025.

(4) Notices of the procedures to be followed in the event of a fire were conspicuously displayed in the premises.

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

On the day of the inspection throughout all of the care rooms in the service, the inspectors observed the staff members appropriately supervising the children in attendance, when both indoors and outdoors.

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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

Non-Compliance Information

(d) The registered provider did not ensure that the premises was being maintained in an appropriate condition as evidenced by the following:

1. There was damage to the flooring in Room 2 with concrete exposed underneath.
2. There was damage to the wall in Room 2 with exposed concrete underneath.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(d)

1. The damaged flooring in room two has been fixed so there is no longer exposed concrete.
2. The damaged wall in room two has been fixed so now there is no longer exposed concrete.

Preventive Action

(d)

1. Addition of a new door stop to prevent the damage re-occurring.
2. Addition of a new door stop to prevent the damage re-occurring.

Supporting documentation submitted

Photographic evidence was provided.

Summary Comment

The inspectors have reviewed the actions and evidence submitted. The noncompliance identified under regulation 29 - Premises has been adequately addressed.

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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 in the service which outlined the procedure to be followed in the management of complaints within the service. The procedures in the complaints policy were observed to be followed when a complaint that was received by the service was reviewed.