

# Early Years Inspectorate Regulatory Report

## Pre School

**TUSLA Identifier:** TU2024CC003

**Name of Service:** Cherryblossoms Creche Kanturk

**Address of Service:** Church Street, Kanturk, Co Cork

**Eircode:** P51 F654

**Name of Registered Provider:** Christina Dunstan

**Service type:** Full Day, Part Time, Sessional

**Date of Inspection:** 08/09/2025

<b>No of pre-school children:</b>	<b>AM</b>	42	<b>PM</b>	23

**Address of the Early Years Inspectorate:** 13 Market Square  
Mallow  
Cork  
P51 DD5Y

**Inspection undertaken by:** B Fraher & S O'Brien

**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** N/A

### Description of service

Cherryblossoms Creche Kanturk commenced operation in April 2024. The service is operating out of the old primary school building located beside the Catholic Church in Kanturk.

The service can operate from 07:00 to 18:30 Monday to Friday and is currently open from 07:30 to 18:30 and can cater for up to 105 children in full day care, part-time day care and sessional care provision.

The service operates the early childhood care and education (ECCE) scheme for 38 weeks of the year and is registered to provide school aged childcare.

The service is currently operating out of four care rooms. The service has an additional two care rooms, one which is in operation for school age and the other is a baby room which is not currently in use. There were also two dedicated sleep rooms, toilets, nappy changing rooms, an office, kitchen, a staff room and a large hall where the children can play in poor weather conditions. The pre-school service can use the hall in the mornings, and it is used by the school aged care service in the afternoons.

There is an outdoor area onsite which the children have access to. The service caters for children aged 0-6 years.

### Staffing

There was a total of 29 staff employed by the service. This includes childcare educators, school age staff and kitchen staff and the on the day of inspection 12 staff were working directly with the children.

The registered provider is service based.

### 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

This inspection was triggered by information received by the Inspectorate.

On the day of inspection, an Immediate Action Notice was issued to the registered provider under Regulation 23: Safeguarding health, safety and welfare of children. Water temperatures between 51°C and 51.3°C were recorded in the children sanitary area. This posed a risk of scalding to the children.

On 9 September 2025, the registered provider outlined the steps taken to mitigate the risk. Further information can be found under Regulation 23 of this report.

On 10 September 2025, the inspectors made a referral to the Fire Safety Officer in relation to the premises under Regulation 29.

### Acknowledgments

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

### Part III – Management and Staff

#### Regulation 9 – Management and recruitment

*(1) A registered provider shall ensure that-*

- (a) the service has a designated person in charge and a named person who is able to deputise as required,*
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and*
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.*

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

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

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

*(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:*

- (a) the policies, procedures and statements of the service specified in Schedule 5;*

### Compliance Information

- (1)
- (a) The service had a designated person in charge and there was a named deputy in the service that could deputise as required.
- (b) The deputy person in charge was on duty at the service when the inspectors arrived. The person in charge who is the registered provider arrived soon after. The staff roster indicated that either the person in charge or the deputy were on duty at all times during the hours of operation.
- (c) There was clear evidence on inspection of the management structure in place and the specific roles of each of the staff members.
- (2) Following a review of previous inspection information, information available on inspection and discussion with the person in charge, it was determined that 11 new staff members had been employed since the previous inspection. Ten of these new staff members work directly with the children and one staff member was supernumerary. Eleven staff files were reviewed on the day of inspection.
- (a) Of the 22 required references, 16 were from previous employers and were validated.
- (b) Of the 22 required references, 6 were from a source other than a previous employer and were validated.
- (c) Garda vetting disclosures were obtained for all 11 staff members. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda Vetting every three years.
- (d) Police vetting had been obtained for two staff members who had lived outside of a state for longer than six consecutive months.
- (4) Six of the staff members working directly with the children held a relevant qualification in Early Childhood Care and Education at level 5 to level 6 as listed on the National Framework of Qualifications or a qualification deemed relevant by the Minister. Four staff members did not require qualifications as they worked with the school age children or in a supernumerary role within the service.
- (7)
- (a) Staff members informed the inspector that they had received supervision, and were provided with appropriate information, and training when they commenced their employment in the service. This included having read and understood the policies and procedures of the service.

### Non-Compliance Information

- (2) (d)
- Police vetting was not available in respect of one staff member who had lived outside of a state for longer than six consecutive months. This posed a possible safety risk to the children.
- (4)

One staff member working directly with the preschool children did not hold a relevant qualification in Early Childhood Care and Education or a qualification deemed relevant by the Minister. This posed a possible risk to the children's wellbeing.

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

The following statement was received from the registered provider:

#### **Corrective and Preventive Action**

(2)(d) Police vetting was received. All future employees will be asked about police vetting requirements before commencing employment.

(4) The staff member has completed training but not has received official results. The registered provider had assigned the staff member to work in the kitchen area until qualification is received.

#### **Supporting documentation submitted**

(2)(d) A copy of police vetting was received in the office of the inspectorate.

(4) Email evidence received.

### Summary Comment

The corrective actions submitted by the registered provider has addressed the non-compliance under Regulation 9.

## 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 were reviewed on inspection:

- Complaints policy.
- Administration of medication policy.
- Supervision of staff policy.

The policies contained the information required to guide staff in their care practices for children.

### Non-Compliance Information

The following policies did not meet the regulatory requirements:

1. The staff training policy does not outline the following:
  - How staff training needs are identified and addressed,
  - Did not set out the resources provided for training,
  - Describe induction training,

- Set out availability of ongoing training and professional development,
  - Does not detail how staff training records will be kept in the service.
2. Outdoor play policy does not outline the following:
- How children are supervised during outdoor play,
  - Set out the safety requirements of the outdoor area.
3. Accident and incident policy does not outline the following:
- Detail the measures to be taken to prevent accident and incidences,
  - The procedures to be followed when an accident or incident involving a pre-school child occur while the child is attending the service.
4. A risk management policy was not available in the service. Without a risk management policy, it is difficult to assess how risks are reviewed and documented.
- Therefore, the above policies and procedures may not adequately guide the staff in their care practices.

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

The following statement was received from the registered provider:

#### Corrective and Preventive Action

1. The service have updated the policy and will review it annually.
2. The service have updated the policy and will review it annually.
3. The service have updated the policy and will review it annually.
4. The service have updated the policy and will review it annually.

#### Supporting documentation submitted

1. A copy of the policy and annual review document was received.
2. A copy of the policy and annual review document was received.
3. A copy of the policy and annual review document was received.
4. A copy of the policy and annual review document was received.

### Summary Comment

The corrective action submitted by the registered provider has addressed the non-compliances identified under Regulation 10.

### 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) At the time of inspection, there was an adequate number of adults responsible for the direct care and supervision of the children in attendance at all times.
- (2) The service had met the required ratio as per regulation in the care room for both the morning and the afternoon.

In the morning:

- There were six children being cared for by two staff in the Wobbler Room. It was noted by the inspector that two further staff commenced work in this room increasing the ratio to four staff caring for six children by 10:00.
- There were 10 children being cared for by 2 staff in the Toddler Room. It was noted by the inspector that a further 2 staff commenced work in this room increasing the ratio to 4 staff caring for 10 children by 09:30.
- There were 15 children being cared for by 2 staff in the Full Day Care Preschool Room.
- There were 11 children being cared for by 2 staff in the Preschool Room.

In the afternoon:

- There were seven children being cared for by two staff in the Wobbler Room.
- There were 10 children being cared for by 2 staff in the Toddler Room.

- There were six children being cared for by two staff in the Full Day Care Preschool Room.
- The Preschool Room was not in use in the afternoon.

(8)

(a) On the day of inspection, there were two adults present on the premises at all times.

### 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:*

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

#### Compliance Information

(1) Fifty-nine children were registered to attend the service. A sample of 24 children’s records were assessed and reviewed.

(b) All records assessed contained the date on which each child first attended 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:*

*(i) details of staff rosters on a daily basis;*

*(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) The inspector reviewed the staff roster for the week of inspection and the four previous weeks which were also available on request. The roster clearly outlined the staff working in the service during this five week period.

(j) There were 26 records of medication administration reviewed. All 26 records were completed with staff signatures and requests for administration completed by parents/ guardians.

(k) The accident and incident record books were reviewed, and 93 minor to moderate accidents and incidents were recorded from the previous three months. All records were completed, signed and dated by both staff and parents/ guardians.

### 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

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

#### Compliance Information

(1)

(a) On the day of inspection, the following information was obtained through direct observation and discussion with the staff:

##### Basic needs:

- The layout of the room supported children to move freely within their environment and to actively engage in their chosen tasks.
- All meals and snacks were prepared on the premises for children in full day care by the cook and were observed to be healthy and nutritious. Sessional children were provided with food by parents or guardians, and these were refrigerated until required. The morning snack consisted of cut up fruit and natural yogurt and the lunch was chicken curry, rice and vegetables. The afternoon snack consisted of ham, cheese and crackers. A two-week menu was displayed on the wall, which showed, cereals and toast had been given for breakfast. On the day of inspection extra food was seen to be offered to the children and staff informed the inspector that alternative food was available if required.
- The children in the Wobbler and Toddler Rooms were seen to wear bibs on the day of inspection.
- Drinking water was readily available throughout the day in each care room.

- Suitable cutlery was provided to the children who sat in appropriate seating for meals in the form of highchairs, waist high tables and low-level chairs.
- A large outdoor space was divided into two areas for outdoor play. The Toddler Room, Full Daycare Pre-School Room and Pre-School Room were observed accessing the outdoor area during the inspection.
- The inspector observed that the individual sleep needs of the children in the Wobbler Room were met; with various children observed sleeping in cots at different times throughout the day. In addition, four children in the Toddler room were observed sleeping on suitable floor beds and mattresses at 14:16.
- Regular nappy changing was observed in both the Wobbler and Toddler changing areas, staff were noted to interact sensitively with the children at these times.
- Individual care plans were in the process of being developed as part of the Access and inclusion Model (AIM).

### Supporting relationships

- During mealtimes, the staff remained with the children and assisted as required. The children were afforded sufficient time to enjoy the food in a relaxed atmosphere and staff chatted with children at the tables.
- The staff in the Wobbler and Toddler Rooms were seen to be warm, sensitive and interactive with the children, comforting children and being playful and positive towards the children through lowering to their level to play, singing and reading stories.
- Various methods of communication were used to link with parents and guardians such as text message, email and communication at collection and drop off.
- The staff from the Toddler Room were seen to promote positive behaviour among children, encouraging them to take turns as observed in the outdoor area on the slide.
- Some children were transitioning into the service in the Preschool Room and staff were observed supporting the children with settling in. Parents were welcomed into the service to support the children with the transition also.
- Staff in the Full Day Care Preschool room were observed supporting children during a painting activity where children needed help to pour paint into containers.

### Physical and material environment

- Sensory equipment such as sand was available in the outdoor area and in the Full Day Care Preschool and Preschool care rooms.
- Dress up clothes were observed to be available on child height shelving.

(b) The staff in all the care rooms were observed to be warm, sensitive and interactive with the children. Staff were observed comforting children and being at the child's level during play time. This was observed during song and story time.

### Non-Compliance Information

(1)(a)

1. The children in the Wobbler Room were not taken outside on the day of inspection. Buggies were available to assist staff with moving the group of children outdoors if needed. The last recorded outdoor play was on 01 September 2025. Not having access to the change of environment and fresh air outdoors may impact on the opportunities for learning and gross motor development for the children. This was also a previous non-compliance on the last inspection 12 March 2025.
2. The inspector observed children from the Toddler Room in the outdoor area having no imaginative play material while playing at the kitchens. At the request of the inspector this material was brought out for the children to play with. Lack of play material did not allow for children for adequate stimulation of the children.

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

The following statement was received from the registered provider:

#### **Corrective and Preventive Action**

1. The service had a meeting to discuss the importance of daily outdoor play. A schedule for outdoor play times has been created.
2. Each room has their own box of outdoor toys.

#### **Supporting documentation submitted**

1. Proof of a meeting received. Photographic evidence of outdoor schedule received.
2. Photographic evidence was received.

### Summary Comment

The corrective action submitted by the registered provider has addressed the non-compliance identified under Regulation 19.

### 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

- An adequate number of low-level chairs and tables were provided for the children for indoor use.
- The care rooms were suitably resourced with age-appropriate interest items, which were stored on low level shelving at the children’s eye level. Examples included books, trucks, musical instruments, dolls, a buggy and kitchens with play items.
- All indoor equipment and material assessed were found to be in good condition.
- The outdoor area for the Preschool and Full Day Care Preschool Room had timber climbing frames, a playhouse, a sand box and ride on toys.
- There were 18 cots available for use and also stackable beds and linen.
- Each care room had a cosy rest area for children to relax and take some time away from the larger group.

### 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:

- When the inspectors arrived, the entrance door to the premises was secured. This restricted unauthorised access to the building and reduced the risk of children exiting unsupervised.
- The toys and play equipment assessed were in good condition, on the day of inspection.
- During the inspection, cleaning agents were stored out of reach of the children.
- Blind cords in the rooms inspected were secured and not accessible to the children.
- The windows were secure which reduced the risk of a child exiting or falling.

##### Infection control:

- Hand washing facilities were accessible to the children with water, liquid soap and paper towels in the Wobbler, Toddler and Full Day Care Preschool Rooms.

- Children were observed to wash their hand before meals and after outdoor play.
- Foot pedal bins were in use for the disposal of waste in the sanitary areas and care rooms.
- Children's bags were stored off the ground.
- The staff in the Wobbler Room informed the inspector that mouthed toys were sterilised after use.
- A refrigerator was available in each care room for the storage of perishable foods.
- Waterproof mattress protectors were in use in the cots.

### Administration of medication:

- Medication was not observed to be administered to the children on the day of inspection.
- Temperature reducing medicines were stored in their original boxes out of reach of children. The medication inspected was in date.

### Safe sleep:

- The staff in the service were noted to maintain sleep records in relation to children's colour, breathing and position at 10-minute intervals during the sleep periods. This was recorded in paper format.
- The air temperature of the two designated sleep rooms with cots were maintained at temperatures of 20.8°C to 21°C which was within the required temperatures of between 18°C and 22°C for the children above 12 months.

### Fire safety:

- Fire extinguishers were wall mounted.

### Non-Compliance Information

#### General safety:

1. Water temperatures of 51°C and 51.3°C were recorded in the hand basins in the children's sanitary area in the Full Day Care Preschool Room. An Immediate Action Notice was issued to the registered provider on the day of inspection. It is acknowledged when the inspector informed the registered provider of the risk to children, the staff supervised the children at all times while in the area and ensured another water tap was used. The registered provider also regulated the water to a lower temperature. The inspector recorded further water temperatures of 28.9°C and 31.9°C.
2. The toy storage in the Wobbler Room was not anchored to the wall. There was an air cooler device on top of the storage unit which was not secured. This posed a safety risk to children as the storage unit or items placed on top could fall during use and potentially cause injury.
3. The inspector noted that seven stackable beds were stored upright in the Toddler Room. These beds were at risk of falling on the children and posed a safety risk.

4. A disused cooker was in the outdoor area for the preschool children. Sharp edges and rust were visible, and this posed a risk to the children.
5. A Hoover was stored under the area where children's coats were stored in the Preschool Room. This posed a safety risk as the power cable was easily accessible to children.
6. In the Full Day Care Preschool Room children were observed climbing on top of stacked chairs to get on to the nappy changing unit. This posed a safety risk to the children.
7. No records of risk assessments on accidents and incidents that had occurred in the service were available for review by the inspector. This was not in line with the services accident and incident policy. This posed a possible safety risk to the children.

### **Infection control:**

8. During observing the nappy changing procedure, the following practices posed a risk of contamination and cross infection.
  - Gloves not worn during the procedure.
  - Adequate handwashing procedures were not adhered to by a staff member after the nappy change.
9. In the Preschool Room, it was observed that paper towels could not be independently accessed by a child during handwashing. Staff members were not present to support the children to access paper towels. This posed a risk of inadequate hand washing.

### **Fire Safety:**

10. The inspector noted that the fire exit upstairs was partially obstructed by timber stored on the stairs. This increased the risk of children not being able to make a timely exit in the event of a fire.

### **Action submitted by the Registered Provider**

The following statement was received from the registered provider:

### **Corrective & Preventive Action**

#### **General safety:**

1. The system temperature was reduced and the plumber was contacted. Water temperatures will be checked daily.
2. Shelves are now anchored to the wall and the air cooler has been removed. All units will be anchored.
3. Stackable beds are now stored flat in the sleep room.
4. The cooker is now removed.
5. The Hoover has now been moved and is stored in the office.
6. A new nappy changing unit with steps has been obtained.

7. A risk assessment incident folder was created in the office.

**Infection control:**

8. The lead educators discussed with staff the importance of hand hygiene. A service meeting has been arranged with additional training on hand hygiene.

9. A paper towel holder was installed in the bathroom.

**Fire safety:**

10. The stairway to the fire exit was cleared. The service will complete a daily check ensuring the fire exit is clear.

**Supporting documentation submitted**

**General safety:**

1. Temperature check list attached.
2. Photographic evidence received.
3. Photographic evidence received.
4. Photographic evidence received.
5. Photographic evidence received.
6. Photographic evidence received.
7. A risk assessment form and a photo of the folder were received.

**Infection control:**

8. A copy of the policy received and meeting notes.
9. Photographic evidence received.

**Fire safety:**

10. Photographic evidence received.

**Summary Comment**

The action taken by the registered provider has addressed the non-compliances identified under Regulation 23.

## 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) Evidence was available to demonstrate that five adults held current first aid responder (FAR) certification and at least one of these adults was rostered to work at the service during the hours of operation.

(2)

(a) There was sufficient first aid equipment supplied in the service which was stored out of reach of the children.

(b) The first aid supplies were accessible at all times should they be required.

## 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

Children were supervised primarily by sight at all times, with enough qualified staff on-site to effectively monitor the preschool children. Children who could use the toilet independently did so with staff nearby to assist if needed.

Closer supervision was provided during risky activities like using the tractor shaped climbing frame. The layout of the indoor and outdoor environments facilitated visual and sound supervision of all children by staff while also allowing children some quiet space.

### Part VII - Premises and Space Requirements

#### Regulation 29 - Premises

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

- (d) cleaned, maintained and repaired, as required, and*
- (e) equipped with adequate and suitable sanitary facilities*

#### Non-Compliance Information

(d)

It is acknowledged that cleaning records were available and signed, however on review of the premises, effective cleaning and maintenance was not observed. The lack of cleaning and maintenance posed a risk of infection to both children and staff. The following was observed in the care rooms, hallways, and sanitary areas.

- There were brown residue lines visible on the wall of the fire exit stairs. It is acknowledged that the registered provider informed the inspector that the roof had been leaking and repairs had occurred to the roof recently.
- The floor in hallway into the bathroom in the Pre-school Room was noted to have parts with no tiles and visibly unclean.
- The inspector noted a hole evident in the ceiling in the hallway upstairs.
- The wall in the children's downstairs bathroom was missing plaster and paint. There was a black residue evident in the lower corner of the wall.
- The carpet in the sleep room downstairs was worn in patches and visibly unclean.
- The wall in Wobbler Room was visibly unclean.

(e)

In the Preschool Room, it was observed that the taps for hot water did not allow water to flow unless held in position, which did not allow for easy hand washing and were difficult for the children to use independently. This was a previous non-compliance on the last inspection on 12 March 2025.

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

The following statement was received from the registered provider:

##### **Corrective and Preventive Action**

The repairs identified in the non-compliance are now completed. A maintenance check list has been updated.

##### **Supporting documentation submitted**

Photographic evidence received.

## Summary Comment

The action taken by the registered provider has addressed the non-compliances identified under Regulation 29.

## Part VIII - Notifications and Complaints

### Regulation 31 - Notification of incidents

*A registered provider shall notify the Agency in writing within 3 working days of becoming aware of any of the following incidents occurring in the preschool service:*

*(d) a serious injury to a pre-school child while attending the service that requires immediate medical treatment by a registered medical practitioner whether in a hospital or otherwise;*

## Non-Compliance Information

The registered provider did not notify the Agency in writing of

(d) an injury to a child which required medical treatment in a hospital.

A registered provider must notify the Agency in writing within three working days of any such incident.

## Corrective & Preventive Action submitted by the Registered Provider

The following statement was received from the registered provider:

### Corrective and Preventive Action

Parents were forwarded an up-dated policy to inform the service if children required medical attention after an incident that occurred in the service.

### Supporting documentation submitted

Information sent to the parents forwarded to the office of the inspectorate.

## Summary Comment

The action taken by the registered provider have addressed the non-compliance identified under Regulation 31.

## 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.
- (3) A record in writing referred to in paragraph (2)(a) shall-
- (b) be open to inspection on the premises by an authorised person.

### Compliance Information

- (1) The inspector reviewed the services complaints policy, and the following was reviewed:
- (a) The policy clearly outlined the procedure to be followed in the event of receiving a complaint.
  - (b) The policy clearly outlined how the complaint will be dealt with.
  - (c) The policy clearly outlined how the complainant will be kept informed.

### Non-Compliance Information

- (2)
- (a) No written records were available for complaints received in the relation to the service. This was not in line with the services complaints policy.
  - (b) No written records were available in relation to how complaints were dealt with within the service and therefore could not be reviewed by the inspectors. This was not in line with the services complaints policy.
- (3)
- (b) There were no records available in relation to complaints for the inspector to review on the day of inspection.

## Corrective & Preventive Action submitted by the Registered Provider

The following statement was received from the registered provider:

### **Corrective and Preventive Action**

A complaints folder was set up in the service.

### **Supporting documentation submitted**

Photographic evidence was received.

## Summary Comment

The action taken by the registered provider have addressed the non-compliance identified under Regulation 32.