

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DR148
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Name of Service:	Dimples Creche & Montessori
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Address of Service:	135 Ballyogan Road, Carrickmines, Dublin 18, Co. Dublin
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Eircode:	D18 K168
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Name of Registered Provider:	Gillian Doyle, Jason Doyle
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Service type:	Full Day, Sessional
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Date of Inspection:	10/06/2026
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No of pre-school children:	AM	149	PM	119
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Address of the Early Years Inspectorate:	1st floor Trinity Building, IDA Business Park, Southern Cross Road, Bray, Co Wicklow.
Inspection undertaken by:	S Quigley & F Carty
Title:	Early Years Inspector

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

Dimples Creche and Montessori is a privately owned large full day care service located in an urban residential area of Carrickmines, South County Dublin. Care and education are provided to children aged between 6 months and 6 years and the service is currently registered to operate from Monday to Friday between 07:30 and 18:00 hours. The service is located in a commercial unit which has been adapted for use as an early learning and care facility in an urban area of south Dublin. Thirteen care rooms are in operation in the service. Children are divided between 13 care rooms in accordance to their age and stage of development, and 5 sleep rooms are available, some of which are a separate area off the main care rooms. A large outdoor play area is available to the rear of the premises which has been divided into separate play spaces for the children.

Staffing

The service currently employs 44 staff members not including the registered providers who both work in the service. On the day of inspection, 37 staff members were present including 26 adults who were employed to work with the preschool children and 5 adults employed to work with school aged children, some of whom also worked in the preschool rooms in the morning during school time.

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. The inspection may also focus on other areas as required.

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A sampling process was used across the care rooms to assess compliance under Regulation 19 Health, Welfare and Development of Child and Regulation 23 Safeguarding Health, Safety and Welfare of Child. As a result, the scope of the inspection included the Baby Chicks, Penguin Paradise, Puddle Ducks, Tiggly Winkles, Bouncing Bunnies, and Toddling Turtles rooms.

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.

Acknowledgments

The inspector(s) wish to acknowledge the cooperation of the *registered provider, person in charge*, staff and children who were present on the day of the inspection.

Statutory Notices

Notice	Date Served	Detail
Improvement Notice IN 0146	10/06/2026	There was no certified translation available for the international police vetting on file for three adults present on inspection working directly with the children from an EU member state who had been Garda vetted after the implementation of the European Criminal Records Information System (ECRIS).
Status	Action was taken by the registered provider following service of the notice. The service submitted a written response which detailed corrective and preventive actions undertaken which were accepted by the inspectorate.	

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Part III – Management and Staff

Regulation 9 – Management and recruitment

(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.

Compliance Information

(2) Following a discussion with the centre manager and a review of records, it was confirmed that 10 adults commenced employment in the service since Regulation 9 was last inspected on 29 July 2025. Documentation required under Regulation 9 (2)(3)(4) was reviewed in respect of the 10 adults and 4 additional adults working in the service under a work placement programme as detailed below. In addition, Garda vetting for adults whose disclosures were identified as due for renewal were requested for review as part of the inspection.

(a) (b) There were two references each available for the adults which had been appropriately verified.

(c) Garda vetting disclosures were available for all adults working in the service. The service demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every 3 years for all adults employed.

(d) International police vetting with a certified translation was available for 11 of the 14 adults who required it that had lived outside the state for a period exceeding six months as an adult.

(4) Documentation reviewed evidenced that 10 of the adults held at least a major award in Early Childhood Care and Education at Level 5 on the National Qualifications Framework, or a qualification deemed to be equivalent. Four of the adults did not require a qualification.

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Non-Compliance Information

(9)(2)(d)

See Statutory Notice section in relation to Improvement Notice 0146 served.

(3)

Documentation reviewed evidenced that the procedures specified in paragraph (2)(d) had not been carried out prior to four of the adults commencing work in the service, see statutory notice.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Correct certified translation of the documents were obtained and made available by close of business on the day of inspection. Revised recruitment procedures will be implemented to prevent a discrepancy of this nature from occurring in the future. As outlined in the attached policy, all required recruitment checks and procedures will be completed prior to the appointment of any individual.

Supporting documentation submitted

Supporting documentation was submitted and reviewed by the inspector.

Summary Comment

The regulatory requirement has been met.

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.

Compliance Information

(1) An adequate number of adults were working directly with the pre-school children attending the service during the inspection.

(2) The minimum ratio of adults to children was adhered to at all times during the inspection. There were 149 pre-school children attending the service being supervised by 34 adults during the inspection.

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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

The inspectors observed that the children's learning, development and well-being was supported during the inspection. The indoor areas were laid out to support the children's independence. Play materials were visible and accessible to the children on open, low-level shelves. Areas with soft seating were available for children to rest or take a break from activities.

The older children were supported to be independent with their personal care. They used the toilet as needed with staff reminding them to wash their hands afterwards, they were encouraged to clean their faces after eating and tidy up following meals and play. Younger children had their nappies changed at regular intervals and as required. Regular meals and snacks were offered to the children, including a hot dinner, which staff reported were cooked on site and provided by the service daily. Adults sat with the children when they were eating and engaged in conversation creating a homely sociable environment. Drinks of water were available in the care rooms. The inspectors observed the staff interacting warmly with the children throughout the inspection and engaging with them positively. Staff demonstrated a robust knowledge of younger children's individual care needs.

Staff were observed responding promptly to younger children's cues for care and provided comfort to children who became upset. Younger children were placed to sleep in line with their individual care needs. Older children were provided with the opportunity to sleep at a designated time and staff stated they could sleep outside this time if required. Children were made comfortable for sleep, with staff removing their shoes and outer clothing and providing soothers and comforters to those who used them. The environments were calm and conducive to sleep. Staff sat with the children, speaking quietly and soothing them as needed.

Children's identity and belonging was promoted through art displays and family photograph walls. Staff reported they use an interactive messaging application to communicate with the children's parents daily sharing information on diet, sleep, and activities in addition to engaging with them at drop-off/collection.

Non-Compliance Information

The furniture in use for mealtime in the Tiggy Winks room was not age appropriate. Children were observed to be seated on chairs that were too big for the size and developmental age of the children.

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Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The furniture in Tiggywinkles has been appropriately sized to suit the height and developmental stage of the children, ensuring they are seated comfortably in chairs that support their age and individual needs. These height-appropriate tables and chairs will be available to the children in Tiggywinkles at all times, alongside taller chairs to accommodate any children who may require them.

Supporting documentation submitted

Supporting documentation was submitted and reviewed by the inspector.

Summary Comment

The regulatory requirement has been met.

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

The inspectors found by observation of practice, review of documentation, discussion with staff, and inspection of the premises that the registered providers had taken the following steps to safeguard children attending:

General Safety:

The toys and play equipment observed in use by the children on the day of inspection were safe and in good working order. Cleaning products and hazardous materials were stored securely out of reach of the children. The entrances into the service were appropriately secured to prevent unauthorised access or a child exiting the service unsupervised. There were no hazards identified in the indoor or outdoor play environments.

Infection Control:

Staff stated appropriate exclusion periods for adults and children with infectious illnesses were implemented in the service as per the policy. Cleaning schedules were in place and the care rooms were observed to be clean.

Administration of Medication:

There was written evidence of prior parental consent for the administration of both temperature reducing and prescribed medications, and there were procedures in place to safely administer and document such medication if

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required, including in the case of an emergency. Staff adequately detailed the procedures for administering medication when required during discussions with the inspectors and had appropriate documentation available to record such administration if required. Care plans were in place for children who required regular or emergency medication, and staff were familiar with these plans.

Safe Sleep:

Staff were familiar with safe sleep guidance and placed babies on their backs to sleep. Sleep logs were maintained in the dedicated sleep rooms and the younger care rooms, and individual children's observations recorded room temperature, breathing, colour, and position every ten minutes. Standard cots and low-level beds were available for sleep and were used in accordance with children's ages and developmental needs. The temperature of the rooms where children slept were maintained at the required temperature ranges.

Fire Safety:

The designated fire escape routes were clearly indicated and free from obstruction on the day of inspection. Staff members adequately outlined the evacuation procedures in place in the event of a fire and stated that fire drills are practiced regularly on a monthly basis.

Non-Compliance Information

Infection Control:

1. Some of the nappy changing and handwashing procedures observed were at variance with the policy in place in the service and posed a risk of cross contamination as follows;
 - One staff member was observed to change three children's nappies with no handwashing in between or afterwards.
 - One staff member was observed wash their hands and the child whose nappies they changed with just running water after a nappy change.
 - Children attending the Baby Chick's room did not have their hands cleaned before eating morning snack.
 - Some staff members did not wash their hands after cleaning children's noses.
2. The pedal operated bin in place in the Baby Chicks room was broken meaning the bin lid had to be handled repeatedly to dispose of waste.

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Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. The staff members identified on the day of the inspection have received refresher training in handwashing and nappy changing procedures to ensure these practices are carried out consistently in line with the service's policies and best practice. Management will continue to monitor staff practice through regular spot checks to ensure that the correct procedures are consistently followed by all staff members.
2. The pedal bin has been replaced in the Baby Chicks classroom. Following a successful trial of a more robust type of bin in other classrooms, the same style of bin has now been introduced into the Baby Chicks room to ensure it is durable and suitable for daily use.

Supporting documentation submitted

Infection Control:

Supporting documentation was submitted and reviewed by the inspector.

Summary Comment

The regulatory requirement has been met.