

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DY233
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Name of Service:	Westwood Childcare
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Address of Service:	Westwood Club, Clontarf Road, Dublin 3, Co. Dublin
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Eircode:	D03 T6T3
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Name of Registered Provider:	Karen Polley
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Service type:	Full Day, Drop-In
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Date of Inspection:	10/03/2026
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No of pre-school children:	AM	100	PM	100
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Child and Family Agency, Unit 4&5 Nexus Building Block 6A, Blanchardstown Corporate Park, Dublin 15
Inspection undertaken by:	E Hosford and Á Dunne
Title:	Early Years Inspectors

Authority to Inspect	
The Tusla Early Years Inspectorate carries out inspections of Early Years Services under Section 58(J) of the Child Care Act 1991 (as inserted by Section 92 of the Child and Family Agency Act 2013).	

Conditions if applicable	Not applicable.
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Description of service

Westwood Childcare is a private service located in an urban area on the north side of Dublin city. The service provides full day care services to children aged from 2 months to 5 years of age and operates from 7:30am to 6:30pm Monday to Friday. The service participates in the Early Childhood Care and Education (ECCE) scheme. The service also provides a service to school age children.

This purpose-built service occupies two floors in a sports and leisure facility and has seven care rooms, namely, Nursery room Junior and Senior room on the ground floor, and the Toddler room, Playschool 1 and Playschool 2 rooms, Pre School 1 and Pre School 2 rooms on the first floor. Two separate sleep rooms with a total of 27 cots are available one on the ground floor and one on the first floor. An outdoor area to the side of the building and an indoor play area on the ground floor are available to the children.

Staffing

The service employs a total of 42 staff in the service to include the registered provider, designated person in charge, deputy designated person in charge, 3 childcare supervisors and 36 childcare staff.

The registered provider does not work within the service and the designated person in charge, the deputy person in charge and the 3 supervisors are not assigned to a care room but are available to assist if required.

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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The unannounced inspection focused on an examination of compliance under regulations 9,10,11, 16, 23, 25 and 31.

A sampling process was used to assess compliance under regulations 16 and 23:

As a result, the scope of the inspection included the Nursery room Junior and Senior room on the ground floor, and the Toddler room and Playschool 2 on the first floor.

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 as a result of a statutory notification of an incident received to the inspectorate on the 4 March 2026.

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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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.

(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

(2) The files of three new staff members employed in the service since the last inspection were reviewed.

The registered provider had completed the following checks:

- (a) Four validated written references were available from a past employer.*
- (b) Two validated written reference was available from a source other than a past employer.*

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(c) Garda vetting disclosures had been obtained for 42 staff members employed in the service and the service adhered to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years for all staff employed.

(d) Documentary evidence was available to demonstrate that police vetting was available for two new employees who had lived outside of the state for six months or more as adults.

(4) Three staff members had documentary evidence of at least a major award in Early Childhood Care and Education at Level 5 or above on the National Framework of Qualifications or a qualification deemed eligible by the Department of Children, Equality, Disability, Integration and Youth Affairs.

(7)(a) On discussion with staff and service management it was confirmed that staff receive regular updates and information on the service policies and practices to include risk management, outings, outings to the indoor play area in the main leisure complex, accidents and incidents.

Non-Compliance Information

(2)

(d) Documentary evidence was not available to demonstrate that police vetting was available for one new employee who had lived outside of the state for six months or more as adults.

(3) Documentary evidence was available to demonstrate that the procedures outlined in paragraph (2) had not been completed for one staff member prior to starting in the service and allowed access to the children.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(2)

(d) In response to the non-compliance the service has stated that following the inspection they met with the employee and applied for relevant documentation on the 11/03/26. Employee is awaiting a response from the vetting, before returning to work. We will ensure that all staff acquire vetting for all countries they resided in for more than 6 months as an adult, prior to starting at West Wood childcare. This process will take place during the interview process; all file documents will be up to date prior to starting member currently waiting to receive vetting before returning to work.

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(3) Management will ensure that all staff acquire vetting for all countries they resided in for more than 6 months as an adult, prior to starting at West Wood childcare. This process will take place during the interview process; all file documents will be up to date prior to starting.

Supporting documentation submitted

(2)(d)(3)

Application for police vetting dated 11 March 2026.

Summary Comment

Following completion of the corrective and preventive action process the non-compliances as identified under regulation 9(2)(d) remains outstanding as police vetting for one staff member has not been received by the inspectorate. The registered provider is required to furnish the required documentation to the Inspectorate upon receipt.

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 available and reviewed and had the required information to ensure that the correct procedures were in place within the service in the event of an accident or incident occurring.

- Risk management,
- Outings,
- Internal outings to the indoor play area in the main leisure complex,
- Accidents and incidents

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Part III – Management and Staff

Regulation 11 - Staffing levels

(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

(2) The minimum ratio of adults to children was maintained as the table below demonstrates.

Room Name	Age profile	Day 1 of inspection
Nursery Junior	0-1 years	3 adults caring for 5 children
Nursery Senior	1-2 years	3 adults caring for 8 children
Toddlers	1-2 years	3 adults caring for 7 children
Playschool 1	1-3 years	4 adults caring for 12 children
Playschool 2	2-4 years	6 adults caring for 23 children
Pre School 1	3-5 years	4 adults caring for 20 children
Pre School 2	3-5 years	4 adults caring for 24 children
Total	0-6 years	27 adults caring for 100 children

(8)(a) On review of the service roster it was observed that two adults were on the premises during the operation of the service

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

(3) A record referred to in paragraph (1) shall be open to inspection on the premises, and the documents and records referred to in paragraph (2)(a) shall be open to inspection whether on the premises or elsewhere, by an authorised person.

Compliance Information

(1)

(i) A staff roster was available for inspection.

(k) The details of an incident that occurred in the service on the 2 March 2026 was available and included the required information and parental confirmation that they were made aware of the incident on the day.

(3) Details of an incident that occurred in the service on the 2 March 2026 were available for inspection and included the required information

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:

- Entry into the service was secured with an electronic barrier which were operated by reception staff.
- Entry into the care rooms was secured with electronic keypads. Access to the garden area was secured with a tall metal gate and electronic keypad. All the locks, handles and keypads were positioned out of children's reach.

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- Documentation was available to demonstrate that yearly, quarterly, monthly and twice daily risk assessments are completed by the person in charge and the service managers, this is in line with the service policy on risk management within the service.
- On discussion with staff in the care rooms they were aware of their role and responsibility regarding the preparation and risk assessments that are required completion before bringing the children to the indoor play area and the outdoor area. This included the following.
 - Ensuring that play equipment is safe, secure and in proper working condition.
 - Free of rubbish and tissues.
 - All gates are closed and there is no means of escape.
 - Ensure children are dressed appropriately.
 - Floors are clean and dry and not a slip risk.
 - No dangerous substances within reach of the children.
 - Two staff are always present.
 - Fire exits are clear of obstructions.
 - Communicating with their colleagues regarding the number of children being moved and their destination. Requesting assistance from the available childcare supervisors if required.
- On review of the documentation available and on discussion with staff it was observed that a risk assessment was completed on the 2 March 2026 prior to the children in the service using the indoor play area.
- A system is in place within the service for staff to alert the manager if they identify or observe any issues within the care rooms, outdoor area or indoor play area. Once communicated to the person in charge or supervisor it is addressed and an update on the issue is shared to all the care rooms and staff via the electronic application in use within the rooms.

Infection Control:

- The service was observed to be clean and well maintained with cleaning schedules in operation within the care rooms and sanitary facilities.
- Documentation was available to demonstrate that the sports and leisure facility cleaning staff are responsible for the cleaning and maintenance of the indoor play area. Cleaning was completed on the 2 March 2026 before the children from the early years' service accessed the area.

Outing:

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- Outings that take place within the service were observed to be carried out according to the service outings policy. For example.
 - Evidence of a risk assessment completed prior to the outing.
 - Parental consent obtained prior to the outing.
 - Procedure in place for the supervision and checking of children while on the outing.
 - Staff aware of the steps to take in the event of an incident occurring or if a child goes missing.
 - Equipment available to staff on the outing to include mobile phone, contact details of main service and parents, any required medication and first aid equipment.
 - Detailed record maintained of each outing undertaken to include the staff and children present, the planned outing and any issues that arise

Part VI - Safety

Regulation 25 - First aid

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

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

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

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

Compliance Information

(1) The registered provider ensured that 18 staff members were trained in First Aid Responder (FAR) certification and were available to the children throughout the day.

(2)

(a) and (b) First aid boxes were available in the service and suitably equipped and accessible to the adults responsible for caring for the children attending the service

Part VIII - Notifications and Complaints

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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;

Compliance Information

(d) The registered provider ensured a notification of an incident was submitted to the inspectorate within the required timeframe.