

# Early Years Inspectorate Regulatory Report

## Pre School

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| <b>TUSLA Identifier:</b> | TU2015FL136 |
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| <b>Name of Service:</b> | Charlies Childcare LTD |
|-------------------------|------------------------|

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|----------------------------|-----------------------------------------------------------------|
| <b>Address of Service:</b> | Unit 18, Bayside Shopping Centre, Sutton, Dublin 13, Co. Dublin |
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|                 |          |
|-----------------|----------|
| <b>Eircode:</b> | D13 C56T |
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|-------------------------------------|----------------|
| <b>Name of Registered Provider:</b> | Ronnie Carroll |
|-------------------------------------|----------------|

|                      |                                |
|----------------------|--------------------------------|
| <b>Service type:</b> | Full Day, Part Time, Sessional |
|----------------------|--------------------------------|

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| <b>Date of Inspection:</b> | 25/05/2026 |
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|                                   |    |    |    |    |
|-----------------------------------|----|----|----|----|
| <b>No of pre-school children:</b> | AM | 63 | PM | 53 |
|-----------------------------------|----|----|----|----|

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|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Address of the Early Years Inspectorate:</b> | Early Years Inspectorate,<br>Child and Family Agency, Unit 4&5 Nexus Building,<br>Block 6A, Blanchardstown Corporate Park,<br>D15 CF9K |
| <b>Inspection undertaken by:</b>                | E Hosford and Á Dunne                                                                                                                  |
| <b>Title:</b>                                   | 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).

# Early Years Inspectorate Regulatory Report

## Pre School

### Description of service

Charlie's Childcare LTD is a private service located in an urban area on the north side of Dublin city. The service provides full day, part time and sessional care to children aged from 1 to 6 years of age and operates from 7:45am to 6:15pm Monday to Friday. The service participates in the Early Childhood Care and Education (ECCE) scheme and offers a service for school age children.

This purpose-built service occupies the first floor of a multipurpose commercial premises and consists of five care rooms, an outdoor area, a service kitchen for the preparation of meals, a staff office, and sanitary facilities. The five care rooms are as follows.

- Lollipops room (3-5 years for children attending a full day care basis).
- Flumps room (1-2 years for children attending on a full day care basis).
- Bonbon room (3-4 years for children attending a sessional service from 9:30am-12:30pm)
- Jelly Tots room (2-3 years for children attending on a full day care basis)
- Candy Floss room (2-3 years for children attending on a full day care)

### Staffing

The service employs 33 staff to include the registered provider, a business partner, a chief operations manager, 2 area managers, a designated person in charge, 2 deputy designated people in charge, 1 staff member on statutory leave, a maintenance personnel, and 23 childcare staff, of which 3 work with the school aged children. The registered provider does not work within the service and the designated person in charge and the deputy persons in charge are not assigned to a care room but are available to assist if required. The chief operations officer and area manager were present during the inspection.

### 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:

# Early Years Inspectorate Regulatory Report

## Pre School

- 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.

The inspection focused on an examination of compliance under regulations 9,11,15,16,19,23,25 and 31.

A sampling process was used to assess compliance under regulation 15,16,19 and 23. As a result, the scope of the inspection included the Flumps, Candy Floss, Jelly Tots and Bob Bon rooms and did not include the Lollipops room.

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 inspectors wish to acknowledge the cooperation of the operations manager, area manager, the designated person in charge, 2 deputy designated people in charge, staff and children who were present on the day of the inspection.

# Early Years Inspectorate Regulatory Report

## Pre School

### 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.*

*(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) The files of five new staff members employed in the service since the last inspection were reviewed. Garda vetting disclosures for all staff were also reviewed.

The registered provider had completed the following checks:

- (a) Seven validated written references were available from a past employer.
- (b) Three validated written reference was available from a source other than a past employer.
- (c) Garda vetting disclosures had been obtained for 30 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) Police vetting was available from five countries for five staff members who had resided outside the jurisdiction for a period of more than 6 consecutive months as an adult.

# Early Years Inspectorate Regulatory Report

## Pre School

(4) Four staff members who worked directly with the early years children 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, Disability and Equality

### 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) During the inspection there were 14 adults working with 63 children in the morning and 53 children in the afternoon.

- Lollipops room -3 adults working with 15 children aged 3-4 years in the morning and 14 children in the afternoon.
- Flumps room- 4 adults working with 8 children aged from 1-2 years of age in the morning and in the afternoon.
- Bonbon room-1 adult working with 8 children aged from 3-4 years of age in the morning.
- Jelly Tots room- 3 adults working with 16 children aged from 3-4 years of age in the morning and afternoon.
- Candy Floss room -3 adults working with 16 children aged from 2-3 years of age in the morning and 4 adults with 15 children in the afternoon.

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

# Early Years Inspectorate Regulatory Report

## Pre School

### 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:*

- (a) the name and date of birth of the child;*
- (b) the date on which the child first attended the service;*
- (c) the date on which the child ceased to attend the service;*
- (d) the name and address of a parent or guardian of the child and a telephone number where that parent or guardian or a relative or friend of the child can be contacted during the hours of operation of the service;*
- (e) authorisation for the collection of the child;*
- (f) details of any illness, disability, allergy or special need of the child, together with all the information relevant to the provision of special care or attention;*
- (g) the name and telephone number of the child's registered medical practitioner;*
- (h) record of immunisations, if any, received by the child;*
- (i) written parental consent for appropriate medical treatment of the child in the event of an emergency.*

*(3) A record in writing referred to in paragraph (1) or (2) shall be open to inspection on the premises by-*  
*(c) an authorised person.*

#### Compliance Information

(1) The records maintained for 15 children attending the service were inspected and all were found to be appropriately completed with the required information as specified in sub-sections (a) to (i) in this regulation.

(3)(c) The children's records were open to inspection as requested by the inspector as an authorised person

# Early Years Inspectorate Regulatory Report

## Pre School

### Part IV – Information and Records

#### Regulation 16 – Record in relation to pre-school service

*(1) A registered provider shall ensure that a record in writing is kept of the following information in relation to the service:*

- (h) details of attendance by each pre-school child on a daily basis;*
- (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)
- (h) The details of the children attending the rooms inspected were recorded on an electronic application used by staff in the care rooms.
- (i) A staff roster was available, and it reflected the staff present in the service.
- (j) A sample of 10 administration of medication records were reviewed and all had the required information recorded.

#### Non-Compliance Information

- (1)
- (k) A sample of 20 accident and incidents records were reviewed. The required information was not recorded on all forms. For example.
- Seven forms did not include the date the parent signed the form to confirm they were made aware of the accident/ incident.
  - One form did not have a manager's signature, and another form did not include the date of the manager's signature.

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

##### Corrective and Preventive Action

- (1)
- (k) In response to the non-compliances the registered provider has stated that all previously missing signatures and dates for the incident report books have now been completed. A revised process has been introduced to ensure that all forms have been completed accurately. Additionally, we have noticed that signatures are not

# Early Years Inspectorate Regulatory Report

## Pre School

transferring clearly to the second page when parents are given the first page. We will write firmly and check that the signature has transferred correctly before handing the top copy to the parents.

A staff meeting was held to reiterate the importance of promptly informing the manager of all accidents and incidents and ensuring that all relevant details are accurately recorded on the board and in the accident books. We also discussed and went through our accident and incident policy.

### Supporting documentation submitted

(1)

(k) Accident and Incident policy and staff meeting agenda submitted.

### Summary Comment

The actions and evidence submitted by the registered provider regarding Regulation 16(1)(k) were reviewed and accepted by the inspectorate.

### 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)

#### Basic Needs:

- Children attending the service were spoken to in a kind manner with staff supporting their speech and language skills through songs, stories and rhymes. The children were provided with regular opportunities to have meals and snacks during the day. Children attending the Bon Bon room enjoyed a morning snack from home which was in keeping with the service healthy eating policy. Children attending full day care were provided with a morning snack of yogurt, cereal biscuit and sliced apple at 9:30am followed by a hot meal of spaghetti bolognese at 12pm and at 2:30pm a tea of coconut rice and chicken. Staff were observed offering children additional food on completion of their meals and an alternative snack for those that wanted it. Water was available and stored in an accessible position in the care rooms and was available throughout the day and at mealtimes.

# Early Years Inspectorate Regulatory Report

## Pre School

- Staff were observed caring for the children in a calm and friendly manner with attention given to their individual needs and preferences. Suitable outdoor clothing was provided for each child when going outside and assistance was given to the children when required.
- Nappy changing was carried out at scheduled times and when required. Staff were observed to engage with the children in a positive manner during nappy changing.
- Children's need for sleep and rest was met through the provision of comfortable rest areas available. Cots and low beds with individual bedding were available to the children who required sleep and at sleep time, the rooms were darkened to provide for a restful environment
- The transitions between activities, to and from outdoor play to mealtimes and to sleep time were observed to be calm and organised. Additional staff were available to offer children small group activities or one to one support if required.

### Physical and Material Environment:

- The care rooms were bright and spacious which enabled the children to move and explore the areas of interest and low-level shelving units independently. The furniture provided for meals and tabletop activities were appropriate for the children attending.
- Throughout the rooms natural, open ended play materials were available to the children such as play kitchens, dolls, dress up, activity areas with cars, trucks, blocks and bricks. These materials promoted the use of all the children's senses and can provoke exploration, curiosity and creativity.
- The children engaged in outdoor play during the morning and afternoon while under the supervision of adults. The area was equipped with hoops, balance beams and balance shapes, boxes of large building bricks, see saws, ride on trikes and 4-wheel ride on toys. The children engaged in physical and risky play experiences which can promote dispositions such as curiosity and exploration and fundamental movement skills such as running and balance.

### Supporting Relationships:

- Each child's identity and belonging were reinforced within the service with the use of the children's pictures along with their extended family. This can provide familiarity and comfort to children.
- The staff in each care room updated parents on their child's meals, snacks, sleeping, nappy changes and activities undertaken through verbal conversation at drop off and collection and by an electronic application throughout the day.

# Early Years Inspectorate Regulatory Report

## Pre School

- The children were familiar with the daily routine of the service with consistent and scheduled activities planned and undertaken by the staff.
- Staff encouraged the children to interact with each other in a calm and friendly manner while emphasising turn taking and sharing.
- Staff worked well together in providing care to the children which enabled smooth transitions between activities such as mealtimes, sleep and getting ready for outdoor play.

### 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 buzzer which were managed by staff.
- The kitchen was inaccessible to the children during the inspection.
- No trailing flexes, loose blind cords or cleaning liquids and materials were accessible to the children while attending the service.
- Areas within the care rooms were observed to be suitable and appropriate for the age and stage of development of the children.

##### Infection Control:

- Adequate hand-washing facilities were available in the sanitary facilities used by the children, these included thermostatically controlled hot water, liquid soap, paper towels and pedal operated bins. Children were observed to wash their hands before lunch and after using the toilet.
- Children's perishable food from home was refrigerated on arrival to the service and staff were observed cleaning the tables before and after lunch.
- The service was observed to be clean and well maintained with cleaning schedules in operation within the care room and sanitary facility. The care room and sanitary facility had open windows to extract any stale air.
- Mattresses in use were in good condition, and all had washable wipeable covers allowing for easy cleaning. Cots and low beds at sleep time were observed to be positioned with a minimum of 50 cm apart at sleep time.

# Early Years Inspectorate Regulatory Report

## Pre School

- Soothers were stored in individually labelled containers after cleaning and sterilising.
- Nappy changing was carried out according to the service policy and best practice guidelines

### Safe Sleep:

- Staff members completed 10-minute sleep checks to include each child's colour, breathing and position. Shoes and outer clothing such as shoes, tops and trousers were removed from children while they slept.
- Two children in the Flumps room under two years of age were observed sleeping on low contour beds. Documentation available demonstrated that a full sleep plan review had been completed by staff and that parents had been fully included in this decision. This is a requirement under best practice sleep guidelines issued by Tusla to the sector in September 2023.
- The temperature of the cot room and care rooms was recorded by staff as between 21.3 °C and 22°C while children slept, this is within the recommended temperature of 18 °C to 22°C for children aged from 1- 3 years while they sleep.

### 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 eight 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 2) (a) and (b) First aid boxes were suitably equipped, displayed in an accessible and conspicuous positions in the service

# Early Years Inspectorate Regulatory Report

## Pre School

### 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;*

#### Compliance Information

(d) Records were available to demonstrate that the registered provider had ensured a notification of an incident was submitted to the inspectorate within the required timeframe.