

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015TY149
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Name of Service:	Sugradh Creche
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Address of Service:	Greenhills, Carrick-on-Suir, Co Tipperary
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Eircode:	E32 HE48
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Name of Registered Provider:	Denise Frisby
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	08/06/2026
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No of pre-school children:	AM	67	PM	N/A
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Address of the Early Years Inspectorate:	Glenmorgan Building, Ferryhouse, Clonmel, Co Tipperary E91RF38
Inspection undertaken by:	Antoinette McNamara & Lisa McGeeney
Title:	Early Years Inspectors

Authority to Inspect

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

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Description of service

Sugradh Creche is a privately owned early years service which opened in 2007. The service operates full day, part time and sessional care programmes for children aged between 0 to 6 years old. The service operates Monday to Thursday, 07:30 to 17:30 and Fridays 07:30 to 17:00. The premises is a purpose-built childcare facility in a housing estate on the outskirts of Carrick on Suir, Co Tipperary. This facility is a dormer style building with seven childcare rooms on the premises. On the ground floor there are five childcare rooms, a full catering kitchen, two sleep rooms, nappy changing, toilet facilities and an office. On the first floor there are two childcare rooms for children aged 2 to 6, a staff room, toilet facilities, sensory room, and laundry. There is outdoor play space at the front and side of the premises. The service also provides school age care.

Staffing

The service currently employs 20 staff members and the registered provider. This includes one student. The registered provider works directly in the service and is available for cover as required. Staff members held qualifications in Early Childhood Education and Care at Level 5 and above on the National Framework of Qualifications.

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.

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Regulation 9 (1)(a)(b)(2)(a)(b)(c)(d)(4)(7) Management and recruitment,
Regulation 10 Policies and procedures,
Regulation 11(1)(2)(8)(a) Staffing levels,
Regulation 16 (1) (j, k) (3) Record in relation to pre-school service,
Regulation 23 Safeguarding health, safety, and welfare of the child,
Regulation 25 (1)(2)(a)(b) First aid
Regulation 27 Supervision
Regulation 32 (1)(a)(b)(c)(2)(a)(b)(3)(a)(b) Complaints

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

The inspection was triggered by information received through notifications of incidents and concerns in May 2026. The safeguarding statement has been referred to the Child Safeguarding Statement Unit for assessment and follow up if required.

Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, 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

(1) A registered provider shall ensure that-

- (a) the service has a designated person in charge and a named person who is able to deputise as required,*
- (b) at all times during the period when the pre-school service is being carried on, the designated person in charge or the named person referred to in subparagraph (a) is on the premises, and*

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

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

(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;*
- (b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and*
- (c) these Regulations.*

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Compliance Information

- (1)(a) The registered provider is the person in charge and oversees the operation of the childcare facility. A second named person in charge can deputise, as required.
- (b) A person in charge was present on the day of inspection. From a review of the rosters a person in charge was present daily.
- (2) Following a review of previous inspection information, information available on inspection and discussion with the person in charge it was determined that one new student had been employed since the previous inspection. A total of one file was reviewed.
- (a) Two written and validated references were available.
- (b) Where past employer references were not available, there were references from sources such as previous schools and colleges.
- (c) Garda vetting was available on file for everyone working in the service. Garda vetting had been renewed, in compliance with the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.
- (d) Not applicable. Review of the curriculum vitae indicated that police vetting was not required.
- (4) Certificates of qualifications for the staff working with pre-school children were available on file demonstrating that they held a qualification at level 5 and above on the National Framework of Qualifications.
- (7) The service had an induction process for new staff which included staff being given a set of policies and procedures for the service.

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 assessed for compliance and were deemed to meet the necessary requirements:

- Complaints policy.
- Policy on accidents and incidents.
- Staff training policy.

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Non-Compliance Information

The following policy and procedure were available and reviewed but lacked some of the information required or did not reflect the practices in the service:

- The service had a detailed supervision of staff policy however the generic template policy had not been adapted for the service and the practices detailed in the policy were not those practiced in the service as confirmed by the registered provider.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Staff supervision policy has been updated and adapted to the service. Policy will be updated annually or as needed.

Supporting documentation submitted

Updated policy and copy of same were submitted to Early Years Inspector.

Summary Comment

All evidence submitted meets the requirements Child Care Act 1991 (Early Years Services) Regulations 2016.

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 of the children.

(2) The adult child ratios during the day of inspection met the requirements of the regulations as follows:

- Wobbler 1: four children cared for by one staff member.

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- Wobbler 2: three children cared for by one staff member.
- Toddler 1: four children cared for by one staff member.
- Toddler 2: 12 children cared for by 2 staff members.
- Pre-school: nine children cared for by three staff members.
- Montessori 1: 19 children cared for by 3 staff members.
- Montessori 2: 16 children cared for by 3 staff members.

Part IV – Information and Records

Regulation 16 – Record in relation to pre-school service

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

(j) details of any medication administered to a pre-school child attending the service with signed parental consent;

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

(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

(3) The required records were available on the premises and open to inspection by an authorised person.

Non-Compliance Information

(j) Signed medical consent was not obtained on all medication used for individual children. This posed the risk that parents were not informed of the medicine administered.

(k) It is acknowledged that a parent's signature was obtained on the majority of accident and incident forms. However, there was no parents signature on one accident and incident form to confirm that the parent had been informed of the reported incident.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

(j) Medical forms are signed on the service's electronic application. A form was uploaded to the services electronic application to ensure all parents provide the following information; dosage, times, medication required and signature.

(k) All staff are now informed of the importance of obtaining parents signatures.

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Supporting documentation submitted

Photographic evidence submitted.

Summary Comment

All evidence submitted meets the requirements Child Care Act 1991 (Early Years Services) Regulations 2016.

Part VI - Safety

Regulation 23 - Safeguarding health, safety and welfare of child

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

Compliance Information

General safety:

The main door to the premises was locked and needed to be opened from the inside, therefore children could not exit the service unsupervised and unsupervised visitors could not enter. The outdoor area was secure to prevent children from leaving. Pinch guards covered the hinges on all doors to prevent injury to children. All cleaning agents were stored inaccessible to children.

Infection control:

Handwashing and drying facilities were available in the children's and adult's sanitary facilities. This included liquid soap and disposable paper towels. Foot pedal operated bins were also in use. Cots in the sleep room were positioned at least 50cm apart as required to ensure adequate ventilation around each cot and to prevent cross infection. Gloves and aprons were available to staff in the toilets and the nappy changing areas.

Safe sleep:

There were two designated sleep rooms on the premises for children to sleep during their attendance in the service. Seven standard cots were provided, which were designated to individual children who required naps during their time spent in the service. The safe sleep policy was displayed on the wall of the sleep room. A room thermometer was in operation to ensure that the appropriate room temperature was maintained. Room temperatures must be 16-20°C where any infant up to their first birthday is asleep. In a shared space, the room temperature should be maintained between 18-22°C.

Fire safety:

Fire exits were found to be unobstructed on the day of inspection.

There were fire evacuation procedures displayed in a prominent area within the service.

Firefighting equipment was present in the service.

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Non-Compliance Information

General safety:

1. There were loose blind cords on the windows in the Montessori 2 room, Wobbler 1 room and Wobbler 2 room which posed a risk to children.

Infection control:

2. There was no warm running water present in the service to support hygienic hand-washing.
3. There was exposed timber on the side of the staff station in Toddler 1. This posed a risk of cross contamination.

Action submitted by the Registered Provider

Corrective & Preventive Action

General safety:

1. All blind cords have been secured. Weekly safety checks of the building will be carried out by the health and safety officer.

Infection control:

2. A new immersion has been installed to heat the water. Water is checked daily by staff.
3. Exposed timber has been covered with a laminate strip. Weekly safety checks of the building will be carried out by the health and safety officer.

Supporting documentation submitted

General safety:

Photographic evidence submitted.

Infection control:

Photographic evidence submitted.

Summary Comment

All evidence submitted meets the requirements Child Care Act 1991 (Early Years Services) Regulations 2016.

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-

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- (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) There were staff trained in First Aid Response (FAR) available to the children attending the service.
(2)(a) There was a suitably equipped first aid box stored in an easily accessible position.
(b) The first aid box was available to the children attending the service.

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

The inspectors observed children being adequately supervised by a member of staff during the day when they were in their activity rooms, in the sanitary accommodation area and in the outdoor play area.

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-*
(a) include the nature of the complaint and the manner in which the complaint was dealt with, and
(b) be open to inspection on the premises by an authorised person.

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Compliance Information

- (1) The service had a complaints policy which detailed how:
 - a) a complaint could be made
 - b) how a complaint would be dealt with
 - c) how the complainant would be kept informed.
- (2) The service kept a record of:
 - a) any complaints that were made
 - b) ensured that the complaint was dealt with in line with the service's complaints policy.
- (3) Complaint records sampled between 11th of February 2026 and the date of inspection, the 8th of June 2026:
 - a) contained details of the complaint and how it was dealt with.
 - b) were available on the premises for inspection by an authorised person.