

Early Years Inspectorate Regulatory Report

School Age Services

TUSLA Identifier:	TU2020GY043SA
Name of School Age Service:	Mothercare Creche
Name of Registered Provider(s):	Trina McCrossan
Address of School Age Service:	Cosmona, Loughrea, Co. Galway
Eircode:	H62 CX40

Dates of Inspection Day 1:	06/05/2026			
Number of school age children present during inspection:	AM	14	PM	20
Dates of Inspection Day 2:	07/05/2026			
Number of school age children present during inspection:	AM	N/A	PM	23
Registration status:	Registered			
Conditions (if applicable):	Not applicable			

Address of the Early Years Inspectorate	Early Years Inspectorate, Quality and Regulation Directorate, Clinical & Administration Building, Block A - (1st Floor- Green Corridor), Merlin Park Hospital, Galway.
Inspection undertaken by:	E. Friel
Title:	Early Years Inspector

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Authority to Inspect

Tusla's 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).

Description of Service:

Mothercare Creche is located in Monearmore, a short distance from the town of Loughrea in Co Galway. It is a privately owned combined school age service. The service is registered to provide school age care for children aged 4 to 15 years of age from 07:30-09:30 and 13:30-18:00, Monday to Friday during term time. The two school age care rooms are in operation on the first floor where there are adult and child sanitary facilities available. A secure outdoor play area is located at the rear of the premises and a car park is available at the front of the service. On both days of inspection, the two school age care rooms were in use on the first floor. A Pre-school full day care service is in operation on site.

Staffing:

There were two adults employed to work directly with the school age children on a daily basis. The registered provider works in the service and is available to provide support and oversight. In addition, a relief staff member was available to cover breaks.

Additional Information:

08/05/2026
A referral was made to the fire officer in respect of the first floor where school age children are present on a daily basis as the conditions previously stated by the Chief Fire Officer on 3/10/2025 had not been met which posed a risk to the safety of children in the event of a fire.

Legislation

Tusla's Early Years Inspectorate is the independent statutory regulator of School Age Services in Ireland, and its role is to promote and monitor the safety and quality of school age care provision in accordance with the following legislation:

- The Child and Family Agency Act 2013, Part 12.
- Child Care Act 1991 (Early Years Services) (Registration of School Age Services) (Amendment) Regulations 2022.
- The Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018).

A school age service means any early years service, play group, day nursery, crèche, day-care or other similar service which:

- a) caters for children under the age of 15 years enrolled in a school providing primary or post-primary education,
- b) provides a range of activities that are developmental, educational and recreational in manner, which take place outside of school hours, the primary purpose of which is to care for children where their parents are unavailable, and
- c) the basis for access to which is made publicly known to the parents and guardians of the children referred to in point (a) above.

It is the responsibility of a registered provider to ensure the safety and well-being of school age children and the above legislation authorises Tusla to assess compliance with the Regulations.

Inspection Methodology:

The inspection is unannounced to assess compliance with the Child Care Act 1991 (Early Years Services) Registration of School Age Services Regulations 2018 (S.I. 575 of 2018), Child Care Act 1991 (Early Years Services) (Registration of School Age Services) (Amendment) Regulations 2022, and the Child Care Act 1991, Section 58 as amended by Part 12 of the Child and Family Agency Act, 2013.

The findings on inspection are gathered through a triangulation method, including:

- Information obtained through examination of documentation.

- Direct observation.
- Discussion with relevant staff.

This inspection aims to determine the extent to which service is appropriate for the care, safety, and wellbeing of children in accordance with the regulations cited above.

Inspection findings are documented in the School Age Services 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 corrected the non-compliance and how they will prevent them 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 CAPA 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.

Acknowledgements:

The inspector wishes to acknowledge the co-operation of the children, registered provider, relief staff member and school age staff who were present on 06/05/2026 and 07/05/2026.

Statutory Notices

Notice	Date Served	Detail
Improvement Notice IN Code: 0464	06/05/2026	Twenty children aged from 5 years – 10 years 6 months were present in an upstairs care room where there was no finalised fire certificate as the conditions previously listed by the Chief Fire Officer on 03/10/2025 were not met.

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Status	The registered provider submitted corrective and preventive actions on 14/07/2026 which were accepted and addressed the statutory notice.
Summary of Findings: On Inspection, the registered provider was found compliant in relation to the following: • Regulation 8: Vetting Disclosures • Regulation 9: Staffing Levels • Regulation 11: Premises • Regulation 12: Insurance On inspection, the registered provider was found non-compliant in relation to the following: • Regulation 7: Notification of a Change in Circumstances • Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013	

Conclusion and follow up actions:

The actions taken and evidence submitted by the registered provider, which included documentation and photographic evidence, have adequately addressed the non-compliances found on inspection.

Regulation 7: Notification of change in circumstances

(1) A registered provider of a school age service shall, subject to paragraph (2), notify the Agency in writing of any proposed change in the details in relation to the school age service contained in the register pursuant to section 58C (2) of the Act or Regulation 6(2) or 6(3) at least 60 days before it is proposed that the change would take effect.

Regulatory Requirement not met

- (1) The service did not notify the National Registration Office of a Change In Circumstance.
- The service was found to be operating from 09:30 to 13:30 on 06/05/2026 as the local school was not in operation. Registered hours for the school age service are from 07:30 to 09:30 in the morning and from 13:30 to 18:00 in the afternoon.

Corrective & Preventive Action Response submitted by the Registered Provider

The following statements were received from the registered provider;

- (1) A change of circumstances was submitted to the National Registration Office and approval was granted on 17/07/2026. In future any change in circumstances will be submitted in writing prior to commencing any changes in the service.

Summary of Findings

The actions taken and evidence submitted by the registered provider has addressed the non-compliance found on inspection.

Regulation 8: Vetting disclosures

(1) A registered provider of a school age service other than a childminding service 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,*
- (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.*

Regulatory Requirement Met

- (1) The staff files for the four adults were reviewed. The following information was available:
 - (a) Five of the required eight written and validated references were available from past employers in respect of the four adults.
 - (b) The remaining three of the required eight written and validated references were available from sources other than past employers.
 - (c) Garda vetting disclosures were on file for all four adults demonstrating compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew garda vetting every three years.
 - (d) Curricula vitae on file evidenced that no international police vetting was required as none of the four adults had lived outside of the state for a period of longer than six consecutive months.

Regulation 9: Staffing levels

- (1) Subject to this Regulation, a registered provider of a school age service other than a childminding service shall ensure that there is at all times an adequate number of competent and suitable adults on the premises while the service is operating.*
- (2) Without prejudice to paragraph (1), a registered provider of a school age service other than a childminding service shall ensure that there is a minimum ratio of 1 adult to 12 children at all times while the service is operating.*

Regulatory Requirement Met

(1)

The registered provider ensured that adequate staffing levels were maintained during both days of inspection. An adult was observed covering lunch breaks on 06/05/2026.

(2)

On 06/05/2026, day 1 of inspection:

At 09:20- 11 children aged between 5 years and 10 years 6 months old were supervised by 2 adults.

At 10:40- 14 children aged between 5 and 10 years 6 months old were supervised by 2 adults.

At 15:50- 20 children aged between 5 and 10 years 6 months old were supervised by 2 adults.

On 07/05/2026, day 2 of inspection in the afternoon:

At 14:15- 14 children aged between 4 years 6 months and 7 years old were supervised by 2 adults.

At 15:00- 23 children aged between 4 years 6 months and 10 years 6 months were supervised by 2 adults.

Regulation 11: Premises

A registered provider of a school age service shall ensure that-

- (a) an outdoor space to which the school age children attending the service have access on a daily basis is provided on the premises.*

Regulatory Requirement Met

(a) The school age children were observed, on both days, in the outdoor play area at the rear of the service.

Regulation 12: Insurance

A registered provider shall ensure that the school age service is adequately insured.

Regulatory Requirement Met

Documentation was available to evidence that the service had insurance for the number of children and services in operation on the premises. The insurance was valid from 28 March 2026 to 27 March 2027.

Child Care Act 1991, Section 58(G) as amended by Part 12 of the Child and Family Agency Act, 2013

It shall be the duty of every person providing an early years service to take all reasonable measures to safeguard the health, safety and welfare of children attending the service and to comply with regulations made by the Minister under this Part.

Regulatory Requirement Met

- A staff member trained in First Aid was available to the school age children in the service.

Fire Safety:

- A written record was available of the monthly fire drills completed for the service. The last recorded fire drill was the 25 March 2026.
- Records were available in relation to the number, type and maintenance of firefighting equipment with the annual service dated 04 February 2026. The smoke and fire detection alarm system for the premises had the last annual service dated 05 February 2026.
- Notices were displayed on the walls of the service with the procedures to be followed in the event of fire on the premises.

Regulatory Requirement not met

Fire Safety:

See Statutory Notice section in relation to Improvement Notice: IN 0464 served.

1. Illuminated fire exit signage was not installed on the first floor posing a safety risk to the children and adults in the event of an emergency.
2. There were no fire doors fitted to the entrances of two school age care rooms in operation on the first floor, posing a risk to the children and adults in the event of an emergency.

General safety:

3. Children were not signed in on the attendance record on 06/05/2025 at 10:45, staff stated this was an oversight and children's names were documented at 10:50, posing a safety risk in the event of an emergency.
4. There was no staff attendance record available in the school age care rooms. A staff member stated that they had not signed an attendance record since starting in October 2025, posing a safety risk in the event of an emergency.

Corrective & Preventive Action Response submitted by the Registered Provider

The registered provider stated in their response:

Fire Safety

1. Illuminated fire exit signage has been installed throughout the premises including on the first floor. In future, all changes in circumstances will be submitted to the registration department and management will await approval before commencing any changes.
2. All fire doors have been fitted on the first floor. In future, all changes in circumstances will be submitted to the registration department and management will await approval before commencing any change.

General safety

3. A staff meeting was held and staff were reminded of the importance of signing children in at the time they arrive and signing them out when they leave the building. Management will review weekly to ensure compliance.
4. A staff meeting was held with the school age care team who were reminded of the importance of signing in when they arrive signing out when they leave. Management will review weekly to ensure that this is carried out.

Summary of Findings

The actions taken and evidence submitted by the registered provider, which included documentation and photographic evidence, have adequately addressed the non-compliances found on inspection.