

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CN005
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Name of Service:	Bailieborough Community Resource House
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Address of Service:	Drumbannon, Bailieborough, Co. Cavan
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Eircode:	A82 YN63
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Name of Registered Provider:	Suzanne Lloyd
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	10/06/2026
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No of pre-school children:	AM	44	PM	28
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Address of the Early Years Inspectorate:	Early Years Inspectorate, Hampton Court, Cootehill Road, Drumalee, Co Cavan. H12 YY84
Inspection undertaken by:	S Mc Kenna & AM Cunningham
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

Bailieborough Community Resource House is an Early Years' Service located within Bailieborough town. The service operates from 8.30 am to 5.30 pm each weekday and provides sessional, part-time, and full day care to pre-school children aged from 1 year to 6 years. The service provides the Early Childhood Care and Education (ECCE) scheme during the hours of 9.30m to 12.30 pm during the school term. A school aged service is also provided. The service is conducted from a two-storey purpose-built premises and consists of three care rooms, all of which are located on the ground floor level. A kitchen, staff room, office, cot room and sanitary areas are also located on the ground floor. Four outdoor play areas are available.

Staffing

The service employs thirteen staff members, of whom ten staff work directly with pre-school children, a chef, a maintenance staff member, and a staff member assigned to school-aged children is also employed. The registered provider does not work in the service.

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/ and safety. The inspection may also focus on other areas as required.

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The inspection focused on an examination of compliance under Regulation 9 Management & Recruitment, Regulation 11 Staffing Levels, Regulation 19 Health, Welfare & Development of Child, Regulation 22 Food and drink, Regulation 23 Safeguarding Health, Safety and Welfare of Child, Regulation 24 Checking In and Out and Record of Attendance and Regulation 25 First Aid.

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 person in charge, deputy person in charge and 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*
- (c) there is a clear management structure in the service that identifies the lines of authority and accountability in the service and the specific roles and responsibilities of each employee and unpaid worker.*

(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

(1) (a) The service had a designated person in charge, who is the service manager, and a named person to deputise in their absence.

(b) Following discussion with the person in charge, it was confirmed that when the preschool service was in operation, the designated person in charge or the named person in charge was on the premises.

(c) A management structure was in place, which was clearly identifiable through review of the staff roster, person on duty sign on display and through discussion with the staff team.

(2) The files for 13 staff were reviewed.

(a) (b) A total of 15 written and validated references from a previous employer were on file.

A total of 11 written and validated references from a reputable source were on file.

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(c) Garda vetting disclosures had been obtained for 13 staff. The service demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years for 6 employed staff.

(d) A review of the employment history for 13 staff demonstrated that no adults had lived outside the State for a period of longer than 6 consecutive months. Therefore, police vetting was not required.

(4) Documentary evidence was available to confirm that 11 staff employed to work with children, held an appropriate childcare qualification at Level 5 or above on the National Framework of Qualifications. A qualification for the maintenance person and cook is not required as they are not employed to work with preschool children.

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

(2) The adult to child ratios were correct in the service when the inspectors arrived unannounced. The adult to child ratios upon arrival were as follows;

Four adults cared for 11 children aged 1 year 6 months to 2 years 3 months in the Wobbler Room, all of whom attended on a part time or full day care basis.

Three adults cared for 17 children aged 2 years 6 months to 3 years 9 months in the Toddler room, one of whom attended on a sessional basis and 16 who attended on a part-time or full day care basis.

Two adults cared for 16 children aged 3 years 11 months to 5 years in the Preschool room, 2 of whom attended on a sessional basis and 14 attended on a part-time or full day care basis.

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In addition to the above, the service manager arrived at 10.30 am following commencement of the inspection and covered in the Toddler room for a period of time after dinner.

(8) A review of the staff roster demonstrated that the registered provider ensured that 2 adults were present on the premises at all times.

Non-Compliance Information

(1) On the day of inspection, there was an inadequate number of adults working directly with the children in the Toddler room, as detailed below;

- Between 12.30 pm to 1 pm, two staff cared for 16 children, 6 of whom were aged 2-3 years and 10 of whom were aged 3 years and over. The age and care needs of the children present required a minimum of 3 adults at this time.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The manager will ensure that an adequate number of adults are working directly with the children in the Toddler room at all times. At lunch times ratios will be maintained at 1:6. A part-time position was advertised, and the position is filled. Before the new position was filled, the manager was cross-checking the number of children to be cared for in each room against staff allocated to the rooms to ensure that an adequate number of staff are rostered for each room, especially during lunch breaks. The manager was also covering breaks until the new staff member started.

Supporting documentation submitted

A copy of staff roster. Copy of job advertisement.

Summary Comment

The response from the registered provider and supporting documentation submitted has adequately addressed the non-compliance in Regulation 11 (1).

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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
- (b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

Compliance Information

The following examples demonstrate how children's learning, development and well-being were facilitated in the service:

Basic Needs

Meal times were unrushed, and children were encouraged to take their time with comments such as *"it's not a race; everyone eats at their own pace"*, observed in the Toddler room. Staff sat with children at snack and meal times, engaging in conversations with the children. When children finished eating, they could return to play in an area of their choice. Younger children had their nappies changed at set times, and in addition, when their care needs required. Staff used nappy changing times as an opportunity to engage in conversations and to sing songs with the children on a one-to-one basis. The older children were encouraged to be independent while using the toilet, and staff were available for support if needed. Spare clothing was available for each child, and children were promptly changed where clothing became soiled. Aprons were also available for messy play activities. Children's artwork was on display on the care room walls and notice boards in the hallway, including creations for Father's Day. The manager advised that photos of the children's artwork on display are shared with parents. The children attending the Wobbler room were observed to sleep after dinner in the cot room located off the care room. Rest areas to include soft sofas, mats and cushions were available in the care rooms, providing areas where children could rest during their day. The children in the Preschool room experienced a change of environment to the outdoors on the day of inspection and were observed to be dressed appropriately for the weather on the day.

Supporting Relationships

The atmosphere upon the inspector's arrival was warm and welcoming. The children in the Toddler and Preschool rooms were having their morning snack, and the Wobblers were enjoying free play and floor play time with staff. The children appeared familiar with the staff who cared for them. The staff were observed to promote positive behaviour, and praise was given for positive behaviour interactions. The staff used age-appropriate strategies to

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help children find positive solutions to any problems that occurred through their play, such as taking turns with certain toys. The staff were observed to treat each child with respect and address each child by name. Discussions between staff and children were observed, which demonstrated familiarity with the child's family and home life. The staff were observed to communicate using soft, gentle tones while interacting with the babies and floor play was availed of with the staff nursing and holding younger babies for comfort and play time.

At arrival and collection times, the parent/carers ring the doorbell, and staff take the children in upon arrival and back to the door at collection times. The manager advised the inspectors that, where required, parents could be permitted access into the service. Communication with parents is through in-person at arrival and collection times, and also written records are maintained of the children in the Wobbler room detailing the child's routine on a daily basis. A digital messaging service is also in place.

Staff were observed to work well together, and periods of transition from play to meal time and returning to play, or sleep time in the Wobbler room were smooth.

Non-Compliance Information

1. Staff advised the inspector that any children who required a sleep in the Toddler room would be accommodated in an area set up within the care room to facilitate this after dinner time. At 12.50 pm one stackable bed was set up in the cosy area of the Toddler room for one child. The area set up for the child to sleep was not cordoned off from the rest of the care room, and children continued to play around the child who was on the stackable bed. On one occasion, one child stepped onto the bed where the child was resting. The child had a comforter and dummy and displayed signs that they wanted to sleep, however the environment was not conducive to sleep. At 1.29 pm, the child had not slept, and the bed was placed back into storage. It is acknowledged that the staff said the child is weaning out of the sleep; however, on the day of inspection, the child displayed signs of tiredness and wanting to sleep and was placed in an area not suitable for sleep.
2. At 1.10 pm, the Preschool children joined the toddler children in the Toddler room. A total of 23 children were present. The noise level in the care room was quite high. While there were many opportunities and areas set up for children to play and engage in, and staff were actively engaging with the children, the care room became quite noisy and a little chaotic.

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Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. Stackable beds are available for children over 2 years who show signs of tiredness and will be set up and cordoned off in a quiet area of the Toddler room, ensuring sleeping children are not disturbed by active children. Management spoke to staff about the need to keep the sleeping area quieter and supervising active children from disturbing them. Quieter activities are organised in another section of the room for children who are not sleeping or resting. Facilitating Safe Sleep courses were purchased for staff to refresh their training, and staff re-read our Safe Sleep Policy. Management will monitor this on a regular basis.
2. The staff roster was changed so that the preschool children do not join the Toddler room until 1.30 pm to help reduce the level of noise in the room and also reduce the number of children, as some children will be collected before 1.30 pm. Management will review the staff roster regularly. Activities are set up and ready for preschool children joining the room at 1.30 pm. Children are separated into smaller groups for activities, keeping the transition less chaotic. Outdoor play is also available for a group of the children.

Supporting documentation submitted

Copy of safe sleep policy. Three staff safe sleep practice training certificates. Updated roster.

Summary Comment

The response from the registered provider and supporting documentation submitted have adequately addressed the non-compliances in Regulation 19.

Part V - Care of Child in Pre-school Service

Regulation 22 – Food and drink

A registered provider shall ensure that adequate and suitable, nutritious and varied food and drink is available for each pre-school child attending the pre-school service.

Compliance Information

The service provides all snacks and meals to children in attendance. A copy of a two-week rolling menu was available, which detailed breakfasts, snacks, dinners and afternoon snacks served to the children. Morning snack was sliced grapes and toast, and a mid-morning snack of yoghurts or fruit puree was served to children in the Wobbler room. Dinner was served at 12.30 pm, which was chicken curry and rice with an alternative available, and a pureed or potato option for younger children. The afternoon snack scheduled for 3.30pm was spaghetti hoops and toast.

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The hot meals listed on the menu, while taking into consideration the age of children, provided a suitable, nutritious and varied choice for children. Meals were adjusted to suit younger children and babies' needs where required.

The cook advised the inspector that additional food items are available in the kitchen should a child have insufficient amounts of their age and the time spent in the service on a particular day.

Where children have specific dietary requirements and or allergies, the person in charge and the childcare cook explained how they cater for this issue and provided for any dietary request from parents regarding allergies or dietary requirements.

The children were observed to be independent with eating at morning snack time, with the adults supporting and encouraging children where needed. The adults were observed to sit with the children at dinner time, using these opportunities to engage in child led conversations.

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 following safety measures were observed on the day of inspection:

The premises and outdoor play areas were appropriately secured to prevent a child from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises. The children were appropriately supervised throughout the inspection. Toys and play equipment used by the children were in good condition. Risk assessments were available for review and completed up to date. The kitchen and store rooms were inaccessible to the children. Floor coverings were in good condition. Cleaning materials were stored out of children's reach. Fire exits remained free from obstruction during the inspection.

Infection Control:

The inspectors observed the following infection control measures in practice within the service:

Warm water, liquid soap, pedal-operated bins and paper towels were provided for handwashing purposes. Older children were observed to wash their hands after they used the toilet and after playing with sand in the Toddler room. Sanitary areas were ventilated by openable windows or mechanical ventilation. Cleaning schedules were

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available for review, and the service was presented in a clean manner. Children's soothers were stored in individual labelled containers.

Non-Compliance Information

Infection Control:

Some of the nappy changing practices observed during the inspection were inadequate and posed a risk of cross-infection, as demonstrated in the following examples:

- A staff member was observed at 11.15 am to wear the same apron for all morning nappy changes in the Toddler room.
- Aprons were not always worn for nappy changing times.
- Children's hands were not always washed after nappy changing.

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

Management spoke with staff in the Toddler room on the 11th June, the day after inspection, regarding:

- Disposable aprons are for single use only, and once the child's nappy is changed, the apron needs to be disposed of in the pedal bin supplied.
- The importance of infection control and that disposable aprons need to be worn while changing nappies to avoid the risk of cross-contamination.
- The importance of washing each child's hands after nappy changing.

Staff were asked to re-read our Nappy Changing Policy. Manager purchased an e-learning course "The Nappy Changing Procedure" to refresh staff training. Management will monitor nappy changing on a regular basis.

Supporting documentation submitted

Infection Control:

Nappy changing policy. Receipt for training course and three staff training certificates.

Summary Comment

The response from the registered provider and supporting documentation submitted has adequately addressed the non-compliances in Regulation 23.

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Part VI - Safety

Regulation 24 - Checking in and out and record of attendance

- (1) *A registered provider shall ensure that each pre-school child attending the service is checked in and out of the service by an employee or an unpaid worker.*
- (3) *A registered provider shall ensure that-*
- (a) *no person other than-*
 - (i) *pre-school child attending the service,*
 - (ii) *a person dropping or collecting such a child,*
 - (iii) *an employee, or*
 - (iv) *an unpaid worker, can enter the premises without his or her entry being approved by an employee, and*
 - (b) *a daily record in writing is kept of the entry on the premises of any such person.*

Compliance Information

- (3) (a) The registered provider ensured that only preschool children, a person dropping or collecting a preschool child, an employee or unpaid worker can only enter the premises upon the staff approval.
- (b) A visitor log book is maintained.

Non-Compliance Information

- (1) Written records were available which detailed children's attendance daily. On the day of inspection, the attendance records at collection times were not observed to be completed promptly to ensure accurate records of children in attendance in the event of an emergency. Periods of up to 30 minutes had lapsed before some children were signed out from the care rooms.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

Management spoke with staff about the importance of signing out children in the attendance book promptly as they are collected, to ensure accurate records of children in the daily supervision routines or in the event of an emergency. Management will ensure that this practice is implemented on a daily basis.

Supporting documentation submitted

Copy of memo to staff regarding checking children in and out promptly.

Summary Comment

The response from the registered provider and supporting documentation submitted has adequately addressed the non-compliance in Regulation 24 (1).

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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 a person who held in-date First Aid Response (FAR) training was at all times immediately available to the children attending the pre-school service. The manager and deputy manager held in-date FAR training, both of whom were rostered to work on the day of inspection.

(2) (a) & (b) Suitably equipped first aid boxes were available on the premises, with additional supplies in the manager's office. The first aid boxes were stored in accessible and conspicuous locations out of the reach of children.