

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL037
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Name of Service:	Bright Futures Creche
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Address of Service:	Unit 16a, Block 50, Rosemount Business Park, Dublin 15, Co. Dublin
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Eircode:	D11 CC86
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Name of Registered Provider:	Roisin Payne
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	28/04/2026
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No of pre-school children:	AM	25	PM	22
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Address of the Early Years Inspectorate:	2 nd Floor, Unit 4/5 The Nexus Building, Blanchardstown Corporate Business Park, Ballycoolin, Dublin 15
Inspection undertaken by:	Y Kelly & AM Coyle
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).

Early Years Inspectorate Regulatory Report

Pre School

Description of service

Bright Futures Creche is a private service which provides sessional, part time and full-time care to children aged from 0 to 6 years of age and is registered to operate from 7.00am to 5:30pm Monday to Friday. The service operates from a converted unit within a business park on the northside of Dublin city. There are four care rooms over two floors within the service. The care rooms are as follows: the Baby room and Wobbler room are on the ground floor with the Toddler room, Pre School room on the second floor. Nine standard cots are available in a separate ground floor cot room for the children in the Baby room and an outdoor play area is available to the side of the service. A service kitchen is located on the first floor which serves meals to the children attending. On the day of inspection, the Wobbler room was closed.

Staffing

There are ten staff members employed in the early years service by the registered provider. A manager and an assistant manager are employed in the service to coordinate the day-to-day operations of the service supported by a team of 8 core staff members who work directly with the children, 1 of whom is employed in a post which is funded by the minister as part of the Access and Inclusion Model scheme. The registered provider was present for a period of time during the course of the inspection.

Methodology

Tusla 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

Early Years Inspectorate Regulatory Report

Pre School

This inspection was unannounced and focused on the area of governance, health, welfare and development of child, safety and premises and facilities. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under the regulations 9, 11, 16, 19, 23, 26, 27 and 29. These findings are outlined within the relevant regulations within this report.

As a result, the scope of the inspection included the Baby Room, Toddler Room and Pre-school Room. A sampling process was used to assess compliance under regulation 16.

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 management, staff and children who were present on the day of the inspection.

Statutory Notices

Notice	Date Served	Detail
Improvement Notice IN number: 1041	28/04/2026	IN issued to the registered provider as translated international police vetting was not available for 2 staff members as required.
Status	Action was taken by the registered provider immediately following service of the Notice and the provider submitted a written response with detailed corrective and preventive actions which were accepted by the Inspectorate.	

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.*

(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.

Compliance Information

(1)(a) There was a designated person in charge of the service and there was a named person to deputise as required.

(b) The service manager was present and in charge of the service when the inspectors arrived unannounced to the service at 09:00am.

(2) Following a review of previous inspection records and in discussion with the service manager, it was confirmed that 5 new staff members had commenced employment in the service since the last inspection which was carried out on the 01 April 2025. The full staff files for 5 new staff members were reviewed and Garda vetting for 7 staff members were reviewed. The following was recorded:

(a) Ten written validated references were available from past employers.

Early Years Inspectorate Regulatory Report

Pre School

(b) References from a reputable source other than a past employer were not required as all references were from a past employer.

(c) Garda vetting disclosures were available for 7 adults whose files were reviewed. Garda vetting disclosures demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring the service to renew Garda vetting every three years.

(d) International Police vetting was available for 1 adult who had lived outside of the state for a period of more than 6 months.

(4) Documentary evidence was available to confirm that 5 staff members whose files were reviewed and who may work directly with the children in the service held 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.

Non-Compliance Information

(2)(d) See Statutory Notice section in relation to the Improvement Notice IN 1041 served.

(3) The procedures as outlined in paragraph (2) were not carried out prior to adults working with or having access to children in the service, as evidenced by the following examples:

- Garda vetting disclosures in relation to 2 adults prior to these adults having access to and contact with the children.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(2)(d) International police vetting was translated for 2 adults and submitted to the inspectorate.

(3) The service changed their recruitment policy to ensure every new staff member undergo vetting before starting.

Preventive Action

(2)(d)(3) The service will be reviewing their recruitment policy on a regular basis.

Supporting documentation submitted

- Recruitment Policy.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances under Regulation 9 have been addressed.

Early Years Inspectorate Regulatory Report

Pre School

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) On the day of the inspection there was an adequate number of staff members working directly with the children attending the service.

(2) The adult to child ratios were correct in the service when the inspectors arrived unannounced at the service and remained so throughout the inspection.

The following adult to child ratios were observed during the inspection:

- In the Baby Room there were 5 children aged 11 months to 2 years being cared for by 3 staff members.
- In the Toddler Room, there were 11 children aged 2 years 4 months to 3 years being cared for by 2 staff members.
- In the Preschool Room there were 9 children aged 2 years 4 months to 3 years being cared for by 3 staff members.

(8)(a) The registered provider ensured that 2 adults were present in the service at all times. This was confirmed by the staff roster.

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.*

Compliance Information

(1)(k) The service had a record in writing of accidents, injuries and incidents involving pre-school children. Thirteen records were sampled and found to be clear and legible, and included parental signatures to document that they had been informed and were aware of the relevant incidents on the day they occurred.

Non-Compliance Information

(1)(j) A sample of eleven medication administration forms were reviewed in the service; they were not accurately completed as evidenced by the following:

- Five forms were not signed by parents to authorise administration of medication.
- Two forms (01/04/26 & 24/04/26) had not been signed by a parent or guardian on the child's collection from the service to confirm that parents were aware that medication had been administered while the child was in attendance.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

(1)(j) The service discussed the importance of parent signatures on all medicine forms at their staff meeting.

Preventive Action

(1)(j) All medicine forms will be checked twice a day, in the morning and in the afternoon. The service has reminders hanging up on the walls and staff notice board.

Supporting documentation submitted

- Staff meeting minutes.
- Photograph of staff notice board with important information to remember.

Early Years Inspectorate Regulatory Report

Pre School

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances under Regulation 16 have been addressed.

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) The following observations were made on how each child's learning, development and well-being was facilitated within the daily life in the service:

Basic needs:

- Mealtimes were observed to be a social and pleasant experience for the children. Children's meals are sourced from an external food company and are reheated and served by the staff. On the day of the inspection the children had a morning snack of sandwiches, crackers, and fruit which was supplied by parents and chicken tikka masala curry and rice for dinner and tea was provided by the service. There were alternative food options available for children with additional dietary requirements or preferences.
- The children's personal care needs were attended to promptly. Nappies were changed at scheduled times and more frequently as needed. The staff members used the opportunity to engage with and chat to the children. The children who were toilet trained used the toilet independently with discreet supervision provided as needed. When going to the outdoor play area, staff ensured the children were appropriately dressed.
- The children under two years of age slept in cots in the cot room and on Cocoon beds set up in the Baby room. There were sleep plans available for children under two years of age who required them. Children aged over 2 years in the service who required sleep slept on floor beds in the care rooms.
- The children attending the service were given the opportunity to spend time in the outdoor area during the inspection.

Supporting relationships around children:

Early Years Inspectorate Regulatory Report

Pre School

- Staff demonstrated warm and caring interactions with the children. Children were offered comfort and support when needed.
- Staff communicate with parents through use of a digital software application to share information about children's care needs. Staff members were observed communicating with parents and guardians when dropping off and collecting children from the service.

Physical and material environment:

- There was age-appropriate furniture with small child sized chairs and tables for children to sit whilst they played or for mealtimes.
- A range of books were available throughout all of the care rooms to support the children's language and reading development.

Programme of Activities and its Implementation:

- The children were observed engaging in sensory play activities including sponge painting and play with rice and cardboard tubes.
- Staff played music and sang action songs with the children.

Non-Compliance Information

Basic needs:

1. The children's choice in their play was observed to be limited in the Preschool room as the activities were adult led. This restricts choice and independence for the children.
2. At 13:40hrs in the Toddler room a child who was asleep was observed being woken by a staff member. The child was upset and crying. The staff member stated that the child was being woken up to facilitate dinner. When asked, the staff member stated that dinner is not facilitated for children outside of the set time of dinner being served. This practice was not child led and caused unnecessary upset to a child and disrupted their sleep.
3. In the Baby room the children's water bottles were stored in a container on a high shelf both out of sight and reach of the children, this did not facilitate the children in asking for or gesturing that they wanted a drink of water throughout the day.

Physical and material environment:

4. The environments and interest areas were poorly developed in the Baby room, Toddler room and the Preschool room. For example, in the Toddler room there was no sink provided in the play kitchen and there was limited additional materials available in this area including real-life everyday objects such as food packaging to support the children to engage in role play. In both the Baby room, Toddler room and

Early Years Inspectorate Regulatory Report

Pre School

Preschool room there were no further areas of interest developed. In the Baby Room there were limited resources to support children's physical development such as climbing area or climbing resources or a grab bar for children.

5. In the Baby Room a shelving unit and a wooden kitchen were observed to be turned away from the children and stored against the wall from 10.40am until sleep time at 11.50am which prevented the children from accessing the play resources contained within, which included cause and effect toys, animals and kitchen resources such as toy food. A child was observed to climb up on the sofa to reach the wooden kitchen.
6. There were no family photographs displayed in the Toddler room, this prevents the children from bridging the connection between the service and home.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

Basic needs

1. Management discussed with all the staff the importance of child led activities. The staff changed the layout of the preschool room and designed interest areas.
2. Staff were informed at the staff meeting about the child led routine.
3. Importance of children having access to their drinks was discussed at the staff meeting. The staff moved all drink trays and containers to the child's level to make it accessible for all children.

Physical and material environment:

4. The staff changed the equipment in the rooms to include the following; interest areas, real life materials for hairdresser baskets, doctor set and climbing equipment/frame in the baby room. The staff glued the sinks in all the toy kitchens.
5. Management explained to the staff that children need to have access to all the toys at all times. This was discussed in depth at the staff meeting.
6. Toddlers' teachers made a family book. The book is on the bookshelf.

Preventive Action

Basic needs

1. Rooms and areas of interest will be checked and evaluated on a weekly/monthly basis.
2. Staff will be informed about sleeping children at dinner time, so dinner can be kept on hot hold and served once the child is awake.
3. Rooms will be checked and evaluated on a weekly basis.

Physical and material environment:

Early Years Inspectorate Regulatory Report

Pre School

4. Rooms will be checked and evaluated on a weekly monthly basis to follow and support the child's interests.
5. Rooms and access to the toys will be checked on regular basis (every day).
6. Reviewing the need in each room and evaluating on a regular basis.

Supporting documentation submitted

- Staff meeting minutes.
- Photographs of the layout of the room, interest areas and resources, family book and drinks stations.
- Room evaluation checklist.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances under Regulation 19 have been addressed.

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:

- On arrival to the service, the inspectors observed that the entrance doors leading into the premises was secure and monitored by staff to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.
- The outdoor play areas were fully enclosed and secured and surfaced with artificial grass.
- Cleaning agents were stored safely out of the reach of children.

Infection Control:

- Thermostatically controlled warm water, liquid hand soap and dispensed handtowels were available in the sanitary facilities.
- Pedal operated bins were available for waste and disposal of contaminated items.

Administration of Medication:

- Medications were stored out of the reach of children. No children were observed having medication administered on the day of inspection.
- Children's health care plans were kept in the care rooms.

Safe Sleep:

Early Years Inspectorate Regulatory Report

Pre School

- The ambient temperature in the Cot room where children were sleeping was recorded as 18.9°C at 12.20pm.

Fire Safety:

- Fire safety procedures were displayed throughout the service.

Non-Compliance Information

General Safety:

- In the Toddler room a drying apparatus was hanging from the fire exit door. This could potentially cause delay in the event of emergency egress being required from the care room.

Action submitted by the Registered Provider

Corrective Action

General Safety:

- Drying apparatus was removed immediately.

Preventive Action

General Safety:

- Staff were informed that all emergency exits need to be kept clear. There are reminders on the walls and on the staff information board.

Supporting documentation submitted

General Safety:

- Staff meeting minutes.
- Photograph of fire exit door.
- Photograph of staff information board.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliances under Regulation 23 have been addressed.

Early Years Inspectorate Regulatory Report

Pre School

Part VI - Safety

Regulation 26 - Fire safety measures

- (1) A registered provider shall ensure that a record in writing is kept of-
- (a) any fire drill that takes place in the premises, and
 - (b) the number, type and maintenance record of fire fighting equipment and smoke alarms in the premises.
- (4) A notice of the procedures to be followed in the event of fire shall be displayed in a conspicuous position in the premises.

Compliance Information

- (1)(a) A record of fire drills was available on the premises with the last fire drill dated as having been carried out on the 20 March 2026.
- (b) The number, type and maintenance record for the smoke alarm was available. Smoke alarms were last serviced in February 2026.
- (4) Fire evacuation procedures were displayed throughout the service.

Non-Compliance Information

- (1)(b) An up-to-date record was not available of the number, type and maintenance of the firefighting equipment in the premises. Firefighting equipment was last serviced on the 11 April 2025. A non-compliance identified under Regulation 26 was identified at the last inspection on the 01 April 2025. The corrective actions submitted following that inspection failed to prevent recurrence of this non-compliance.

Corrective & Preventive Action submitted by the Registered Provider

Corrective Action

- (1)(b) The fire company was contacted, and the service of the firefighting equipment was carried out immediately after the inspection.

Preventive Action

- (1)(b) Management spoke with the fire company about continuing up-to-date services.

Supporting documentation submitted

- Firefighting equipment certificate valid from April 2026 to April 2027.
- Copy of service calendar.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The non-compliance under Regulation 26 has been addressed.

Early Years Inspectorate Regulatory Report

Pre School

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 registered provider ensured that all children attending the service were supervised at all times. Children were observed being appropriately supervised whilst in the care rooms and in the outdoor area of the service and when accessing the sanitary facilities.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-

- (b) safe and secure,*
- (d) cleaned, maintained and repaired, as required, and*

Compliance Information

(b) The registered provider ensured that the premises of the service was safe and secure. The entrance doors leading into the premises was secure and monitored by staff to prevent the children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.

Non-Compliance Information

(d) The registered provider did not ensure that the premises was being maintained in an appropriate condition as evidenced by the following:

- A hole was present in the wall adjacent to the window and behind the door in the Preschool room.
- A hole was present in the wall of one of the children's toilets on the first floor of the service.
- The casing covering on low level wiring in the Preschool room was cracked with the wires exposed.
- The paint was peeling off the wall and there was wall damage at the sides of the gated entrance into the sanitary accommodation in the Baby room.
- There were two holes in the wall with plaster exposed at both the top and bottom of the gate situated in between the Baby room and the cot room.

Corrective & Preventive Action submitted by the Registered Provider

Early Years Inspectorate Regulatory Report

Pre School

Corrective Action

(d) Management booked a handyman to carry out maintenance jobs for August when the Creche is closed for 1 week.

Preventive Action

(d) Management plan to hire a handyman to work weekends or evenings.

Supporting documentation submitted

- Copy of service calendar.

Summary Comment

The inspector has reviewed the actions and evidence submitted. Following the implementation of actions stated, the non-compliances under Regulation 29 have been addressed. This will be reviewed at the next inspection.