

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015CC164
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Name of Service:	Giggles Childcare Services
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Address of Service:	42 Avondale Mews, Church Hill, Passage West, Co. Cork
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Eircode:	T12 H9TA
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Name of Registered Provider:	Bernice Lynch
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	13/07/2026
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No of pre-school children:	AM	36	PM	35
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Address of the Early Years Inspectorate:	Administration Office, St. Mary's Health Campus, Gurranabraher, Cork. T23X440.
Inspection undertaken by:	D Cotter
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

Giggles Childcare service operates from a purpose built, single storey building in a residential area of Passage West. The service is open from Monday to Friday between 8am and 6pm and is a registered full day care service which provides care to early years children aged between 0 and 6 years of age. The service is also registered to provide school aged care. There are five care rooms in operation namely the Bluebells, Sunbeams, Cherry Blossoms, Sunflowers and the Little Buds. There is a designated sleep room adjacent to the Little Buds room and another adjacent to the Sunbeams room. There is a kitchen facility onsite, and an enclosed outdoor play area provided to the rear and of the premises .

Staffing

There are 14 adults in total attached to the service. The registered provider is service based. On the day of inspection there were 9 adults on the premises including the designated deputy person in charge, and 8 adults that were working directly with the children

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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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 inspector wishes to acknowledge the cooperation of the person in charge, staff and children who were present on the day of the inspection.

Statutory Notices

Notice	Date Served	Detail
Immediate Action Notice IAN 3162	13/07/2026	Evidence of Garda vetting was not available for one staff member who had direct access to children.
Status	The registered provider submitted a written response with detailed corrective and preventive actions, which were accepted by the Inspectorate. The registered provider has forwarded the processed Garda vetting once it became available.	
Immediate Action Notice IAN 3163	13/07/2026	Evidence of Police clearance was not available for one staff member who had direct access to children.
Status	The registered provider submitted a written response with detailed corrective and preventive actions, which were accepted by the Inspectorate. The registered provider has forwarded the processed Police vetting once it is became available.	

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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.

Compliance Information

(1)

(a) The registered provider has ensured that there was a designated person in charge and a named person who was able to deputise as required.

(b) The designated deputy person in charge was on the premises for the duration of the inspection. The roster for the service demonstrated that at all times either the deputy or designated person in charge were always on site.

(2)

Following a review of previous inspection information, information available on inspection and discussion with the person in charge, it was determined that eight new staff members had been employed since the previous inspection, who all work directly with the children. A total of eight files were reviewed. In addition, Garda vetting for six staff members whose disclosure were identified as due for renewal were requested for review.

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- (a) Fourteen of the sixteen required references were available and validated from a past employer.
 - (b) Two of the sixteen required references were available and validated from a source other than a past employer.
 - (4)
- Eight staff members held a relevant qualification in Early Childhood Care and Education from Level 5 to Level 8 on the National Qualifications Framework or a qualification deemed by the Minister to be equivalent.

Non-Compliance Information

- (2)
- (c) See Statutory Notice section in relation to Immediate Action Notice IAN 3162 served.
- (d) See Statutory Notice section in relation to Immediate Action Notice IAN 3163 served.

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,*

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Compliance Information

(1)

The person in charge ensured that there were an adequate number of staff working directly with the children.

(2)

On the day of inspection, the ratio of staff to children was maintained as per the regulations.

The rooms were in operation as follows:

Morning:

Room name	Type of Service	Age Range	Number of children present	Number of adults required	Number of adults present
Blue Bells	Full Day Care	2-3 years	6	1	1
Sunbeams	Full Day Care	1-2 years	5	2	2
Cherry Blossoms	Full Day Care	3-5 years	6	1	1
Sunflowers	Full Day Care	3-4 years	14	2	2
Little Buds	Full Day Care	18-24 months	5	1	1

Afternoon:

Room name	Type of Service	Age Range	Number of children present	Number of adults required	Number of adults present
Blue Bells	Full Day Care	2-3 years	6	1	1
Sunbeams	Full Day Care	1-2 years	5	2	2
Cherry Blossoms	Full Day Care	3-5 years	6	1	1
Sunflowers	Full Day Care	3-4 years	13	2	2
Little Buds	Full Day Care	18-24 months	5	1	1

(8)

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(a) The registered provider has ensured that there was a minimum of two staff at all times on the premises. This was evidenced through the staff roster and discussion with staff on the day.

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 person in charge advised that a total of 48 children were registered to the service. A sample of 10 child record forms were assessed. Each form included the necessary information, as listed from (a) to (i), which met the requirement.

(3)
(c) All 48 records were available for inspection by an authorised person on the day of inspection.

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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:

(i) details of staff rosters on a daily basis;

(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

(1) The registered provider has ensured that a record was kept in relation to:

(i) A staff roster was maintained with details of all staff start, finish and break times.

(3)

Records in relation to the staff roster were available for review, on the premises, and were open to inspection by an authorised person.

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 external doors were appropriately secured to prevent children from exiting unsupervised.
- The external doors were secured to restrict unauthorised access.
- Cleaning agents observed on inspection were stored out of the reach of the children.
- The blind cords observed were secured.
- The outdoor area was securely fenced to prevent unauthorised access.
- Flexes and cables were observed to be out of reach of children.
- Visibility strips had been fitted to low level windows and doors.

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- Play equipment appeared to be in a state of good repair.
- Care was taken to ensure children were safe in the heat including moving play equipment to shaded areas, ensuring children had sunhats, cold drinks and staying inside during the hottest part of the day.

Infection Control:

- Pedal operated bins were in use throughout the service.
- Rubbish bins in the outdoor area were noted to be inaccessible to children.
- Each bathroom and nappy changing area were fitted with thermostatically controlled warm water, liquid soap and mechanical hand dryers. On the day of inspection, water temperatures were recorded between 37.3°C and 42.8°C.
- Handwashing was observed before mealtimes and after using the toilet facilities.
- Nappy changing areas were supplied with disposable gloves and aprons. Barrier creams were individually labelled.
- Each nappy changing area observed was equipped with clean and intact nappy changing mats with the surrounding areas maintained in a clean condition.
- Perishable food was safely refrigerated.
- Windows were open in the care rooms to aid natural ventilation.
- The linen used for the cots observed on inspection was noted to be clean. Staff reported that linen was washed on site weekly, and more regularly if needed.
- Cots were fitted with waterproof mattress protectors.

Administration of Medication:

- There was an auto injector available for one child, along with a detailed emergency care plan. Staff stated they were familiar with the plan, and signs and symptoms to be vigilant of.

Safe Sleep:

- Staff were observed to conduct regular checks on sleeping children. A review of sleep logs demonstrated that physical checks were carried out every ten minutes to assess children's breathing, colour and position.
- It was noted that a staff member remained in the room with children sleeping on stackable beds
- Cots were spaced above the required 50cm apart

Fire Safety:

- Fire doors observed were free from obstruction.
- Wall tethered firefighting equipment was available in each room.

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Non-Compliance Information

Safe Sleep:

1. Air temperatures were not maintained within recommended safe sleep guidance in the designated sleep rooms. In the cot room adjacent to the Sunbeams room, the temperature was recorded at 25.6°C at 10:07am. In the cot room adjacent to the Little Buds room the temperature was recorded at 25.1°C at 2:10pm. It is acknowledged that staff had taken steps to reduce the temperatures including; the use of fans and mechanical ventilation, opening windows and doors, and increased supervision of sleeping children. Increased temperatures while children are sleeping poses a risk to the safety of children.

Action submitted by the Registered Provider

Corrective & Preventive Action

Safe Sleep:

The registered provider submitted a statement to state that corrective steps have been taken. These steps included placing ice baths in front of electric fans and placing the fans in front of open windows and doors. This would allow the fan to circulate cooler air. The statement also discussed increased supervision of sleeping children and staff being more vigilant during times of increased outside temperatures.

Supporting documentation submitted

Safe Sleep:

The registered providers statement was accepted as evidence.

Summary Comment

The inspector has reviewed the actions and evidence submitted. The noncompliance identified under Regulation 23 has been adequately addressed.

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,

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(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

(1) The registered provider had ensured that each pre-school child attending the service was checked in and out of the service by an employee on the day of inspection. This was evidenced through the inspection of children's sign in and out records.

(3)

(a) The registered provider has ensured that any person other than an employee, a preschool child or a person dropping the child off cannot gain entry to the premises.

(b) It was noted that the inspector was directed to sign the visitors book upon arrival, this entry was then co-signed by a member of staff.

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 has ensured that there are three adults trained in first aid response (FAR) and that at least one of these staff member is always accessible to the children. This was evidenced through the staff roster.

(2)

(a)(b) The registered provider has ensured that each care room is equipped with a suitably stocked first aid box which was easily accessible to staff should it be needed by the children at all times.

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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.
- (2) The record referred to in paragraph (1) shall be open to inspection by-
- (c) an authorised person.
- (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)
- The registered provider has ensured that a record has been kept in respect of:
- (a) Monthly fire drills, the last recorded fire drill for the service took place on 22 June 2026 and
 - (b) The number, type and maintenance records for the firefighting equipment and smoke alarms for the service. It was noted that the firefighting equipment was last serviced in September 2025 and the smoke alarms were last serviced in April 2026.
- (2)
- (c) These records were present and available to the inspector for review.
- (4)
- A notice of the fire evacuation procedure was displayed prominently within each care room and in the corridor.

Part VI – Safety

Regulation 28 – Insurance

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

Compliance Information

The registered provider ensured the service was insured, with insurance for 50 children valid until 27 March 2027. The records detailed the category of service covered, the name and address of the premises and details regarding; public liability cover, fire, theft, buildings, and outings cover.