

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015FL038
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Name of Service:	Tigers Childcare
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Address of Service:	College Business & Technology Park, Blanchardstown, Dublin 15
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Eircode:	D15 YW11
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Name of Registered Provider:	Therese Noonan
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Service type:	Full Day, Part Time, Sessional
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Date of Inspection:	20/04/2026
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No of pre-school children:	AM	99	PM	102
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Address of the Early Years Inspectorate:	Early Years Inspectorate 180-189 Lakeshore Drive, Airside Business Park, Swords, Co Dublin.
Inspection undertaken by:	N McEndoo and E Saini
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

Tigers Childcare is one of 30 services operated by the registered provider. The service operates from a two-storey purpose-built building located in a business and technology park in Blanchardstown, Dublin 15. The childcare service operates on a full day care basis for children aged from birth to 6 years, from 7:30am to 6:30pm Monday to Friday. This includes a sessional Early Education and Childhood Care (ECCE) service for children aged between 2 years 8 months to 5 years. There are 8 care rooms in the service, a reception area, a kitchen for the preparation of meals for the children and a large outdoor area divided between the age groups to the middle, side and rear of the building.

Staffing

The registered provider employs 30 staff to include the designated person in charge, the deputy person in charge, a cleaning assistant, a chef, and 26 childcare staff. The designated person in charge facilitated the inspection.

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 announced and focused on the area of governance, health, welfare and development of child, safety. The inspection may also focus on other areas as required.

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The inspection focused on an examination of compliance under regulations 9, 11, 16, 19, and 23; however, on inspection additional non-compliance which posed a risk was identified under Regulation 27. These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under regulation 19 and 23. As a result, the scope of the inspection included the following rooms; Discoverers, Discoverers 1, Junior Discoverers, Senior Discoverers Explorers and Junior Active Cubs.

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 registered provider, person in charge, staff and children who were present on the day of the inspection.

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.*

(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.

(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) The registered provider ensured that.
 - (a) There was a designated person in charge and a named adult to deputise in their absence.
 - (b) A review of the roster showed that a designated person in charge is rostered to be on the premises during the opening hours.
 - (c) There was a clear management structure in the service that identified the lines of authority and accountability in the service and the specific roles and responsibilities of each employee.
- (2) Following a review of previous inspection information, information available on inspection and discussion with the person in charge it was determined that ten new staff members had been employed since the previous inspection. In addition, Garda vetting for four staff member whose disclosure was identified as due for renewal was requested for review. The ten files for new staff were reviewed, and the following information was noted.
 - (a) Eighteen written validated references from past employers for ten of the adults.
 - (b) Two written validated references from a reputable source for two of the adults.
 - (c) Garda vetting disclosures had been obtained for all adults. The service also demonstrated compliance with the Early Years Inspectorate Regulatory Notice requiring services to renew Garda vetting every three years.
 - (d) Police vetting from the police authorities in another state was available for seven adults who had lived in a country other than Ireland for a period of 6 months or more.
- (4) Nine of the adult files reviewed, evidenced they held a major award at level 5 or above in early childhood care and education on the national qualification framework, or qualifications deemed by the Department of Children, Disability and Equality (DCDE) to meet the regulatory requirement.
- (7) The registered provider ensured that all employees, are appropriately supervised and provided with appropriate information and training where necessary.

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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) An adequate number of adults were working directly with the pre-school children attending the service during the inspection.
- (2) The registered provider ensured that the minimum ratio of adults to children was maintained in the service on the day of inspection. There were 99 children present in the service being supervised by 23 adults during the inspection
- (8)
- (a) The registered provider ensured that there were always at least two adults on the premises when children were present in the service.

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

Compliance Information

- (1)
- (i) Records pertaining to a staff roster were held for adults working within the service.
 - (k) On the day of inspection, a sample of 16 accident and incident records were reviewed that had occurred since the last inspection. The records were found to be comprehensive and contained the required information, including parental acknowledgement of the notification.

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 are examples of how each child's learning, development and well-being was facilitated within the daily life of the service.

Basic needs:

- The service promoted healthy eating and food, and snacks were provided at regular intervals during the day. A fruit basket was located in the reception area of the premises; children were observed to take fruit as a matter of routine on leaving in the evening time.
- The main meal of the day consisted of meatballs and pasta, with an alternative option of mash potato. Extra portions of food were offered and observed to be given to the children when requested.
- Children had the opportunity to feed themselves appropriate to the age and stage of their development. Where required, staff supported children with eating meals.

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- Milk was available during mealtimes as well as water, which was available to the children throughout the day, should they feel thirsty at any point.
- Appropriate arrangements were in place for nappy changing and toileting. Practice observed on inspection demonstrated respectful interactions, adequate supervision and hygienic procedures that supported the welfare of the children.
- Staff ensured the children were appropriately dressed for outdoor play.
- Children's rest and sleep were observed to be met appropriately. The service provided suitable arrangements for children and babies to sleep and rest in line with their individual needs and routines. Staff responded to children showing signs of tiredness. Older pre-school children were facilitated with a scheduled rest period. For children who did not require a sleep, a rest area was available in each of the care rooms should it be required.

Supporting relationships:

- Staff were observed interacting warmly with the children in their care. Staff engaged in social conversation with the children and within their play, and joining in their games.
- Children were observed to be engaged in their play during the inspection and the atmosphere in the service was observed to be fun and calm.
- Parental communication was carried out by staff at collection and arrival times. Communication was further supported by daily use of an online application tool.

Physical and material environment:

- The indoor environments within, Junior Discoverers, Senior Discoverers, Explorers and Junior Active Cubs room were observed to be well-resourced, child-centred, and aligned with the national quality frameworks. The rooms supported children's physical, emotional, social, and cognitive development through a balance of structured and open-ended play opportunities. A range of play-based materials and equipment were available at child level on open shelving throughout, promoting independence, choice, and curiosity.
- The room layouts of Junior Discoverers, Senior Discoverers Explorers and Junior Active Cubs provided ample room for circulation, supporting spontaneous play and movement around the rooms.
- The outdoor play area offered an alternative change of environment for the children. A range of developmentally appropriate equipment was provided in the fully enclosed outdoor play area, which

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included sensory trays, slides, climbing apparatus with several ride-on toys available. These items provided opportunities to provide challenge and risk within safe limits. Pre-school children were observed engaging in energetic play in each of the designated play areas.

Non-Compliance Information

On the day of inspection children's learning, development and well-being was not fully supported.

1. It was observed in the Discoveries classroom that a section of the classroom had been partitioned off and was being used for the children for extended periods of the day. The area contained very limited age-appropriate play and learning materials. This did not allow for sufficient opportunities for free play, exploration, creativity or developmental engagement.
2. In the Discoveries 1 room during the transition from play to lunch, children were observed to be waiting for extended periods before being served food. Throughout this time the children became disengaged and displayed unsafe and inappropriate behaviours due to lack of engagement.

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

1. The registered provider confirmed that the staff were briefed on the 'interactions and paedology policy' and 'Transitions policy' and the importance of always keeping access to all the age-appropriate learning materials available. An order was placed containing new age-appropriate resources and equipment and classroom was re-organised. The 'transitions policy', routine and 'interactions and pedagogy policy' were discussed at the staff meeting. The management team will conduct regular spot checks on materials available to the children especially during transition times.
2. The registered provider confirmed that the staff were briefed on the 'transitions policy', 'supporting children's social behaviour, emotional regulation and well-being' policy. The 'transitions', 'interactions and pedagogy', 'supporting children's social behaviour, emotional regulation and well-being' policies were discussed at the staff meeting. The staff were re-trained on transitions and routine.

Supporting documentation submitted

Evidence of staff briefings submitted.

Summary Comment

The actions and evidence submitted have been reviewed. The non-compliances identified under Regulation 19 have been adequately addressed.

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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 entrance was found to be secured on arrival preventing unauthorised access or exit from the premises.
- Materials were observed to be in a good state of repair.
- Warm running water was available for hand washing at a temperature below 43°C.
- The perimeter of the large outdoor area was secured with fencing and a bolted gates were present and in use to divided up the areas.
- A visitors' book is in place within the service to ensure all persons entering and exiting the premises are accounted for in the event of an emergency evacuation occurring.

Infection Control:

- The materials and resources throughout the service were visually clean.
- Aprons and gloves were available and observed in use by staff when changing of a child was required.
- The sanitary facilities were observed to be ventilated by openable windows.
- Sanitary facilities were observed to be kept maintained and clean.
- Tables were observed to cleaned prior to and after mealtimes.
- Soap was readily available to children to wash their hands prior to eating, after both toileting and nappy changes. Child friendly handwashing posters were placed beside the sinks. Handwashing was supervised by the adults to ensure all hands were cleaned and effectively.

Administration of Medication:

- When discussed, staff were aware of their responsibilities for the safe administration of medication. No medication was observed to be administered whilst inspectors were present.

Safe Sleep:

- The service had designated sleep rooms with appropriate cots and floor beds available to the children, dependant on the age and stage of their development.
- Children were physically monitored while asleep in accordance with safe sleep procedures.

Fire Safety:

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- Fire doors were observed to be unobstructed throughout the service.
- Fire extinguishers were on the premises and easily accessible.

Non-Compliance Information

General Safety:

1. Hazardous items were not always kept secure. A toolbox, painting materials and bleach were observed to be present in an unsecured cupboard within one of the children's bathrooms. Children were observed to access the bathroom unsupervised, therefore posing a risk of harm to a child. It is acknowledged the items were removed immediately once brought to the attention of the person in charge.
2. In the Discoveries 1 nappy changing area cleaning agents were stored at the side of the nappy changing pad, which was accessible to the children despite being risk assessed through the daily risk checklist. Access to cleaning agents pose a safety risk to children.
3. A trip hazard was identified in the outdoor area. A large amount of tarpaulin was observed to be loose on the ground, where the bark needed to be replenished.

Infection Control:

4. Foot operated pedal bins were available within the service for safe disposal of waste, however in one of the changing areas, the bin was observed to be full. As a result, the foot pedal could not be used effectively. Staff members were observed using their hands to lift the bin lid. This posed a risk of cross infection.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The registered provider confirmed that the staff were briefed on the 'risk management' policy. Signage was added to the area to remind colleagues to store cleaning equipment appropriately. During the staff meeting colleagues were re-trained on the 'risk management' policy. The management team will conduct regular spot checks to ensure compliance.
2. The registered provider confirmed that the staff were briefed on the 'nappy changing' policy. Signage was added beside hook in nappy area as a reminder to colleagues. Hooks were installed in nappy changing area for the spray bottles to be stored out of children's reach. A reminder on the risk management during nappy changes were discussed at the staff meeting.

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- The registered provider confirmed that the staff were a new supply of play grade bark was ordered and replenished. It was confirmed the trip hazard was removed. The management team will keep the maintenance tracker updated and ensure all hazards are communicated and resolved in a timely manner.

Infection Control:

- The registered provider confirmed that the staff were briefed on the 'infection control' policy and the importance of the use of foot pedal operated bins and regularly changing the bin bag. The 'Infection control' policy was discussed at the staff meeting. The management team did a full check of foot pedal operated bins to ensure they were operating correctly. The management team will conduct regular spot checks of nappy changing bins being maintained to a significant standard.

Supporting documentation submitted

General Safety:

Evidence of staff briefings submitted.

Photographic evidence submitted.

Evidence of maintenance tracker template submitted.

Infection Control:

Evidence of staff briefings submitted.

Summary Comment

The actions and evidence submitted have been reviewed. The non-compliances identified under Regulation 23 have been adequately addressed.

Part VI - Safety

Regulation 27 – Supervision

A registered provider shall ensure that pre-school children attending the service are supervised at all times.

Non-Compliance Information

The inspector observed that following outdoor play within one of the care rooms, all children were brought indoors except for one child who remained in the outdoor area unsupervised. Staff were unaware that the child had been left outside. This was brought to the attention of staff by the inspector, and the child was subsequently brought back into the room. The service policy states a 'count – move – count' routine will occur when transitioning. The services policy and procedures were not followed in this instance resulting in the child not being supervised at all times.

Corrective & Preventive Action submitted by the Registered Provider

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Corrective and Preventive Action

The registered provider confirmed that the management have completed a thorough overview of the incident interviewing the colleague in question. It is confirmed signage for reminders to complete 'Count, Move, Count' protocol was added to the outdoor areas. It is confirmed the staff member was re-trained in the 'head count and documentation' policy and 'transitions' policy and a risk assessment was completed.

Supporting documentation submitted

Evidence of staff briefing submitted.

Evidence of new signage.

Copy of Risk Assessment submitted.

Summary Comment

The actions and evidence submitted have been reviewed. The non-compliances identified under Regulation 27 have been adequately addressed.