

# Early Years Inspectorate Regulatory Report

## Pre School

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| <b>TUSLA Identifier:</b> | TU2015CC007 |
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| <b>Name of Service:</b> | Tigers Childcare |
|-------------------------|------------------|

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|----------------------------|--------------------------------------------|
| <b>Address of Service:</b> | Fort Hill, Moneygourney, Douglas, Co. Cork |
|----------------------------|--------------------------------------------|

|                 |          |
|-----------------|----------|
| <b>Eircode:</b> | T12 HR67 |
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|                                     |                |
|-------------------------------------|----------------|
| <b>Name of Registered Provider:</b> | Therese Noonan |
|-------------------------------------|----------------|

|                      |                                |
|----------------------|--------------------------------|
| <b>Service type:</b> | Full Day, Part Time, Sessional |
|----------------------|--------------------------------|

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| <b>Date of Inspection:</b> | 11/05/2026 |
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|                                   |    |     |    |    |
|-----------------------------------|----|-----|----|----|
| <b>No of pre-school children:</b> | AM | 102 | PM | 82 |
|-----------------------------------|----|-----|----|----|

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|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <b>Address of the Early Years Inspectorate:</b> | Early Years Department, Child & Family Agency, Hospital Grounds, Coolnagarrane, Skibbereen, Co Cork P81 PD78 |
| <b>Inspection undertaken by:</b>                | M. O Reilly and B. Fraher                                                                                    |
| <b>Title:</b>                                   | 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).

### Description of service

Tigers Childcare is a privately owned full daycare service that also provides sessional and part time care. It is registered to cater for children aged 0 to 6 years. It is currently offering care to children age 1 to 6, this includes

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children attending the Early Childhood Care and Education (ECCE) Scheme. The registered daily opening hours are from 08:00 to 18:00 hours each day Monday to Friday. Tigers Childcare operates from a single storey purpose-built childcare service located in a residential area on the outskirts of Cork City.

### Staffing

There are 32 adults employed by the service, including the register provider. On the day of inspection, 24 were present in the service, 21 of whom were working directly with the children. The registered provider was not service based. Two staff were working in the kitchen on the day of 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 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.

A sampling process was used to assess compliance under Regulation 16, Records in relation to pre-school service, Regulation 19, Health, welfare and development of child and Regulation 23, Safeguarding health, safety and welfare of child. As a result, the scope of the inspection included rooms named Discovers, Explorers, Junior Active Cubs 1, Active cubs 1 and 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

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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*

*(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.*

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*(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 on the day of inspection and a named deputy, who could deputise as required.
- (b) The person in charge was on duty at the service when the inspector arrived. The staff roster indicated that either the person in charge or the deputy were on duty at all times, during the hours of operation.
- (2) Following a review of previous inspection information, information available on inspection and discussion with the person in charge, it was determined that five new adults had been employed since the previous inspection. Four of these new adults worked directly with the children. A total of five files were reviewed. It was also determined that 16 adults Garda vetting's were due for renewal and required review.
- (a) Of the 10 required written and validated references, 10 had been provided by past employers with required records of validation on file.
- (b) No references were from sources other than a previous employer
- (c) Garda vetting disclosures had been obtained for all 21 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 records, with certified translations where required and were available and on file for three adults, who had lived outside the State for a period of six consecutive months or longer, as adults.
- (4) Records demonstrated that the four adults had either achieved at least a major award in early childhood care and education, as listed on the National Framework of Qualifications, or qualifications deemed to be equivalent. The fifth adult was not working directly with the children and did not require a qualification.

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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) On the day of inspection there were adequate numbers of adults working directly with the children at all times. There were 102 children with 18 adults directly supervising them during the morning of the inspection and 82 children with 15 adults directly supervising them during the afternoon.

(2) The service maintained the minimum adult to child ratio required as per regulation. The ratio was as follows:

- The Active Cubs 1 Room, there was one adult caring for five children in the morning and one adult caring for five children in the afternoon.
- The Discovers Room, there were two adults caring for eight children in the morning and two adults caring for eight children in the afternoon.
- The Junior Active 1 Room, there were 2 adults caring for 20 children in the morning and 2 adults caring for 15 children in the afternoon.
- The Junior Active Cubs Room, there were 3 adults caring for 18 children in the morning and 2 adults caring for 16 children in the afternoon.
- The Explorer Room, there were 4 adults caring for 18 children in the morning and 3 adults caring for 12 children in the afternoon.
- The Explorer 1 Room, there was one adult caring for six children in the morning and one adult caring for six children in the afternoon.

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- The Discovers 1 Room, there were 3 adults caring for 10 children in the morning and 2 adults caring for 10 children in the afternoon.
- The Active Cubs Room, there were 2 adults caring for 17 children in the morning and 2 adults caring for 11 children in the afternoon.

(8)

(a) The registered provider ensured that there were at least two adults on the premises at all times

### 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;*

#### Compliance Information

(i) The staff rosters for the week of inspection and the previous week were available for assessment. A copy of the roster was reviewed; the roster was in keeping with the staff working in the service on the day of inspection.

### 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)

- On inspection, a relaxed and calm environment was provided for the children, and it was observed that the adults spoke kindly and offered encouragement to the children in their care.
- The food and snacks were provided for the children by the chef and a kitchen assistant, who prepared and cooked the food in the kitchen. The food was served to the children by the adults in the service. It was observed that the children were offered adequately sliced and chopped fruit that included apple, banana, oranges and grapes with water to drink as the mid-morning snack. Children received buttered bagels at

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2pm and fruit smoothies at 4pm. The children were served adequate portions of chicken and vegetable curry with rice with a choice of water or milk to drink at the dinner meal. Children were observed to be offered an alternative food choice of a pasta dish if they wished.

- Adequate quantities of food and suitable portion sizes were observed being served to the children, which were suitably varied, balanced, and nutritious.
- Staff helped children to interact socially together as seen at lunch time in the Junior Active Cub Room. A second helping of chicken curry was put on a plate on each of the tables. A staff member gently encouraged the children to take second helpings from the plate and to pass the plate to the person next to them. It was observed that most of the children spooned second helpings of the chicken curry onto their plate. The children were observed waiting their turn, sharing the experience and the activity fostered the children's confidence, independence and language development as they chatted freely between themselves and with the staff.
- Age and stage appropriate crockery and cutlery were provided for the children's snacks and meals. Opportunities for younger children to self-feed were ensured, with assistance provided as required as seen in the Discovery Room.
- Drinking water was readily available throughout the day in the playrooms.
- Children's need for sleep was met with children in the Discovery Room having access to their own sleep rooms, adjacent to their room. Stackable beds were in place for rest and relaxation for the older children.
- Child height hooks and storage shelving was available to the older child to encourage independent dressing and organisation of their personal belongings.
- Children's need for mobility was met throughout the service with children having periods of outdoor play during the day. The inspector observed children in all playrooms having outdoor play. The children in the Discovery Room had their own designated outdoor play area containing age-appropriate equipment. Staff advised that the children used this area daily and this was observed on day of inspection.
- Adults were observed to communicate sensitively with children. Staff were observed to hold children in positive regard and to assist children feeling safe and secure, by their caring and considerate approach to the children in their care. Examples were staff showing warmth and affection and responding to children's verbal and non-verbal cues.
- The children in the Discovery Rooms had their nappies changed regularly by the adults. For children who were toilet trained, the adults were observed to support the children, as necessary.

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- An online application was predominantly used to share information with parents regarding their children's activities of daily living. For example: food and fluid intake, toileting, nappy changes, sleep and rest periods, activities, emerging interests. Phone calls and informal face to face discussion at arrival and collection times and a monthly newsletter were also incorporated.

### Part V - Care of Child in Pre-school Service

#### Regulation 21 – Equipment and materials

*A registered provider shall ensure that there is adequate and suitable furniture, play and work equipment and materials available on the premises of the pre-school service.*

#### Compliance Information

- The playrooms were visibly clean and well maintained. A selection of the children's artwork, along with their birthdays and family photographs were prominently displayed.
- Suitably sized tables and chairs were available to the children. This supported mealtime routines and enabled the children to carry out tabletop activities.
- Shelving used to display play materials was positioned at a low height, which supported ease of access by children. In general, the play equipment seen in use on the day of inspection were maintained in good condition.
- The playrooms had a range of age and stage appropriate play resources available to children. For example:
  - furnished home areas, handheld vehicles, dolls and accessories supported imaginary play.
  - a variety of building blocks and plastic bricks promoted gross motor play.
  - the development of fine motor skills was encouraged through the availability of play resources such as connectable shapes, threading materials, and jigsaws.
  - books supported language development. Soft seating areas, with books and soft toys, were included within the care rooms, for any child who may wish to opt out of scheduled activities or take some time to relax.
  - Art and craft materials, paper, age-appropriate crayons and pencils and finger paints.
- The outdoor play spaces provided opportunities for the children to engage in a variety of active play and exploration, through the availability of equipment such as climbing frames, wooden train, balance apparatus, slides, ride on and push toys encouraging the children to master gross motor skill play while playing outdoors. Also present were playhouses, digging areas and mud kitchens encouraging imaginary and sensory play.

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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 entrance door was noted to be secure and was maintained secure when not in use. Entrance and exit to and from the premises was via a fob system which was located at the main entrance door and to access each of the playrooms. On the interior of the main entrance door, the door release button minimised the risk of a child exiting the service unsupervised. These safety mechanisms ensured that the risk of unauthorised access and the risk of a child exiting the premises while unsupervised were minimised.
- The outdoor play areas were surrounded by high fencing and walls.
- The first aid boxes were stored out of reach of the children.
- There was no visible cables or trailing flexes accessible to children on the day of inspection.
- Restrictive opening devices were in place on the low-level cupboards in the playrooms.

##### Infection Control:

- The children's nappies, wipes and barrier creams were maintained in clearly labelled individual storage areas.
- At the children's wash hand basins, there was a supply of running water, liquid soap, wall mounted paper towels and lidded foot pedal operated bins. It was noted that handwashing routines took place after the children had used the toilet, after outdoor play and before snack times as observed in the Discovery and Junior Active Cub Room.
- Refrigerators were available in each of the playrooms in operation for storing perishable foods provided.
- Tables were sanitised before and after mealtimes.
- Waste was disposed of appropriately and bins were observed to be pedal operated and lidded for the secure and safe storage of waste.

##### Safe Sleep:

- Sleep check records were recorded on the online application every 10 minutes, during the period when the children were asleep and this was confirmed through a review of recent sleep logs.

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- It was observed when children were asleep there was adequate space provided between the cots in the sleep rooms beside the Discovers playroom and the stackable beds in the Explorers Room which reduced the risk of cross infection.
- The recorded air temperature of the sleep rooms beside the Discovery Room fell within the required range of sleep room temperatures of between 18°C -22°C for children aged between 12 months to 24 months.

### Fire Safety:

- On the day of inspection, fire exits were noted to be free from obstruction.
- Firefighting equipment was securely wall mounted.
- Fire exit routes were clearly visible.

### Non-Compliance Information

### General Safety:

1. The water in the following children's wash hand basins had water temperature readings above 43°C:
  - The water temperature in the three wash hand basins in the sanitary facilities and one in the care room which were accessible to the children from the Junior Active Cubs Room were recorded at 47°C.
  - The water temperature in the two wash hand basins in the sanitary facilities and one in the care room which were accessible to the children from the Junior Active Cubs 1 Room were recorded between 45.5°C and 45.7°C.
  - The water temperature in the wash hand basin in the nappy changing facility and the one in the playroom which was accessible to the children from the Discovery room were recorded between 45°C and 45.6°C.

The staff were advised in each of the playrooms and the children were observed by the inspector to use the cold water tap under the close supervision of staff to wash their hands on the day of inspection. For effective handwashing and to reduce the risk of scalding, children are required to wash their hands in warm water maintained at a temperature of below 43°C. The use of cold water can impede effective handwashing.

### Corrective & Preventive Action submitted by the Registered Provider

### General Safety:

### Corrective and Preventive Action

In the written response, the service recorded that a Plumber was contacted on the day of the inspection and was asked to attend the service as soon as possible. He came to the service on 15th May 2026. In the days while the service waited for the plumber to review the water system and make the required adjustments, staff members

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closely monitored all handwashing that occurred and children used the cold water tap if the temperatures were above 43 degrees Celsius at any time. The plumber advised that he made some adjustments to the water pipes of the affected rooms. He undertook his own water testing and temperatures were within required limits for all his tests. Management will complete spot checks on thermostatically controlled hot water temperatures in wash hand basins located at child height to ensure they are recorded accurately. Management advised staff of the importance of monitoring water temperatures daily and reporting any inaccuracies to management was discussed with all team members.

### **Supporting documentation submitted**

Evidence of twice daily water temperature readings for playrooms affected were forwarded to the early years inspectorate and deemed satisfactory. Going forward the thermostatically controlled hot water in the wash hand basins in the children's playrooms, toilet and nappy changing facilities will be checked and recorded twice daily.

### **Summary Comment**

The responses submitted by the service is accepted in meeting the requirement of the regulation. As the water temperature reading in the Junior Active Cubs room was over 43° Celsius in the inspection that took place in 2025 as well, this will be assessed again at the next inspection.

## **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) Up to date records of First Aid Response (FAR) certification were in place for four adults who worked at the service.

(2)

(a) There was one first aid box in each care room and these were sufficiently stocked and available. These were safely stored out of reach of children.

(b) The first aid supplies were always accessible, should they be required.

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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)
- (a) Written records of the fire drills that took place in the service were furnished to the inspector. The last date recorded was noted to be 08 April 2026.
  - (b) Written records were available of the servicing of the firefighting equipment and the smoke alarms. The firefighting equipment certificate was dated December 2025, and the smoke alarm certificate was dated 12 December 2025.
- (2)
- (c) The records referred to in paragraph (1) were available on the premises for review by the inspector.
  - (4) The fire procedures were displayed on the wall in each care room.