

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015CC105
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<b>Name of Service:</b>	Tigers Childcare
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<b>Address of Service:</b>	Knockaneowen, Coachford, Co Cork
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<b>Eircode:</b>	P12 R152
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<b>Name of Registered Provider:</b>	Therese Noonan
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<b>Service type:</b>	Full Day, Sessional
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<b>Date of Inspection:</b>	07/07/2025
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<b>No of pre-school children:</b>	AM	57	PM	63
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<b>Address of the Early Years Inspectorate:</b>	2 <sup>nd</sup> Floor, Estuary House, Henry Street, Limerick V35 XT5F
<b>Inspection undertaken by:</b>	S O'Brien & 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).

<b>Conditions if applicable</b>	N/A
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### Description of service

Tigers Childcare is a privately owned early years service based in Coachford, Co Cork. The service is based in a purpose-built childcare facility. The service offers sessional and full day care services to children aged 1 to 6 years. The Early Childhood Care and Education (ECCE) programme is also offered at the service. The service operates from 7:45am to 5:45pm, Monday to Friday. The service has six care rooms and large outdoor areas to the rear of the building. On the day of inspection, five care rooms were in operation. There are ample car parking spaces available adjacent to the building.

### Staffing

There are 25 staff employed by the service. This included a cook and a kitchen assistant. The registered provider does not work in the service. On the day of inspection 17 staff 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. The inspection may also focus on other areas as required.

A sampling process was used to assess compliance under Regulation 15: Record of a Pre-School Child, Regulation 16: Record in Relation to Pre-School Service, Regulation 19: Health, Welfare and Development of Child, Regulation 23: Safeguarding Health, Safety and Welfare of child, Regulation 24: Checking in and Out and Record of

Attendance. As a result, the scope of the inspection included Junior Discoverers, Senior Explorers, Junior Active Cubs 1 and Junior Active Cubs 2 care rooms.

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 children, registered provider, person in charge and staff 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.

(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 and there was a named person in the service that could deputise as required.
  - (b) The person in charge was on duty at the service when the inspectors arrived. The staff roster indicated that the person in charge or the named person were on the premises at all times during the hours of operation.
  - (c) There was a clear management structure in place and staff were aware of their roles and responsibilities.
- (2) The files of 25 staff were reviewed, including the registered provider.

- (a) Of the 50 required references, 34 were from a previous employer and were validated.
  - (b) Of the 50 required references, 16 were from a source other than a previous employer and were validated.
  - (c) Garda vetting disclosures were obtained and were on file for the 25 staff. The registered provider was aware of the re-vetting timeframes outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda Vetting every three years.
  - (d) Police vetting had been obtained for 15 staff who had lived outside of the state for longer than six consecutive months.
- (4) Records demonstrated that the 24 staff who worked directly with the children reviewed had achieved a major award in Early Childhood Care and Education at level 5 to 8 as listed on the National Framework of Qualifications.

## Part III – Management and Staff

### Regulation 10 - Policies, procedures etc. of pre-school service

*A registered provider of a pre-school service shall ensure that the written policies, procedures and statements specified in Schedule 5 are in place for the service.*

#### Compliance Information

The following policies and procedures were reviewed:

- Infection control policy
- Settling in policy.

These policies were observed to contain the relevant information to support the staff in the care provision of the children.

### Part III – Management and Staff

#### Regulation 11 - Staffing levels

*(1) Subject to this Regulation, a registered provider shall ensure that there is at all times an adequate number of adults working directly with the children attending the pre-school service.*

*(2) Subject to paragraphs (4) and (5), a registered provider of a full day care service or a part-time day care service shall ensure that at all times the minimum ratio of adults to children specified in column (3) of Part 1 of Schedule 6 opposite a particular reference number specified in column (1) of that Part in respect of the age range of the children specified in column (2) thereof at that reference number is satisfied.*

*(8) Without prejudice to paragraphs (2) to (7)-*

*(a) a registered provider of a pre-school service other than a child-minding service or a sessional pre-school service shall ensure that there are at least 2 adults on the premises at all times,*

#### Compliance Information

(1) At the time of inspection, there was an adequate number of staff responsible for the direct care of the children in attendance at all times.

(2) The adult to child ratio were observed to meet the minimum requirements over the duration of the inspection. The ratios were as follows:

- The Junior Discovers room had eight children being cared for by four staff in the morning and seven children being cared for by three staff in the afternoon.
- The Senior Discovers / Explorers room had 15 children being cared for by 5 staff in the morning and 17 children being cared for by four staff in the afternoon
- The Junior Active Cubs 1 room had 14 children being cared for by 3 staff in the morning and 16 children being cared for by 3 staff in the afternoon.
- The Junior Active Cubs 2 room had 7 children being cared for by two staff in the morning and 8 children being cared for by 2 staff in the afternoon.
- The Senior Active Cubs 1 room had 13 children being cared for by 3 staff in the morning and 15 children being cared for by 3 staff in the afternoon.
- The Active Cubs 2 room was not in use on the day of the inspection.

(8)

(a) The service operated with at least two staff members present at all times. This was observed on the day of inspection and was evident through examination of the staff roster.

### 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 service has 96 children's records available for inspection and a sample of 10 of these were inspected. All the records inspected were found to contain the required information as listed from (a) to (i).

(3)

(c) The records, as identified above, were made available to the inspectors for review.

## 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;*
- (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) The following records were reviewed:

- (i) The staff roster was available for assessment and previous rosters were also available on request. The roster was in keeping with the staff working in the service on the day of inspection.
- (j) A sample of 14 accident and incident records were reviewed, completed and contained all relevant information.
- (k) A sample of 15 medication records were assessed and were observed to be complete and contained all relevant information.

## 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)

##### Basic Needs

- Children were observed freely moving around the care rooms and outdoor areas, during the inspection. Children were observed partaking in different activities of choice.
- Children in all the care rooms were observed spending time in the outdoor areas. Each care room had direct access to the outdoor areas.

- Water beakers and water stations were accessible to all children in the care rooms. Staff were observed encouraging the children to keep hydrated due to the warm weather on the day of inspection.
- Sun hats and suncream were available to all children throughout their time in the outdoor area. Shaded spaces allowed the children to stay out of the direct sunlight throughout the day.
- Individual care plans were available for children who required them and were observed to be implemented in line with the child's needs. On discussion with a staff member in the Junior Active Cubs 2 room, they outlined how they have adapted activities to ensure an inclusive environment and how the care plan can ensure that staff are supporting the child's learning and development.
- Staff were observed carrying out nappy changing when required and supporting toilet training throughout the day. Staff in the Senior Discoverers/Explorers room were observed speaking to the children in a respectful manner and communicated to the children it was time for nappy changing.

### Supporting Relationships

- Staff were observed showing affection to children in the Junior Discoverers room as some children were settling into the care room. A parent was observed spending time with their child during the settling in period. This was in line with the services Settling in policy. Staff stated that they felt the transition was made a happier experience for the children by inviting the children's parents and guardians into the service. The registered provider also stated that the service is implementing an open-door policy for drop off and collection to the service in the coming weeks.
- An electronic app was available for communication with the parents and guardians. The person in charge outlined the importance of partnership with parents and ensuring open lines of communication. The service also has a 'Compliments and Comments' process where parents and guardians can submit feedback to the service.
- The staff were observed sitting with the children during mealtimes and made it a relaxed experience for the children to sit and enjoy their food.

### Programme of Activities:

- Children in the Junior Discoverers room were observed playing in the outdoor area. A swing and a slide were available to the children along with push along toys to support children who were learning how to walk. A kitchen and farm animals were also available to the children.
- Children in the Senior Discoverers/Explorers room were observed singing songs and reading stories. The children were observed playing with sand and in the playhouse in the outdoor area.

- Children in the Junior Active Cubs 1 room were observed painting and playing with homemade playdough. The children were also observed playing with the ride along cars in the outdoor area.
- Children in the Junior Active Cubs 2 room were observed colouring, reading books and playing with plastic bricks. The children were also observed partaking in free play in the outdoor area.

### 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 to the service had an electromagnetic lock fitted to prevent any child from exiting the service unsupervised and any unauthorised access to the service.
- Internal doors were secured to prevent children from accessing unsafe areas in the service.
- Blind cords were secured and made safe, on inspection.
- The stairs were observed to have suitable handrails, adequately lit and the floor covering was in good condition, on inspection.
- The toys and equipment observed were found to be in good condition, during the inspection.
- On inspection, cables were observed to be in good condition and out of reach to children.
- Medicines were observed to be kept in their original containers and clearly labelled, on inspection.
- Cleaning agents were observed to be stored out of reach to children during the inspection.

##### Infection Control:

- Children were observed washing their hands after outdoor play and before snack in the Senior Discoverers/Explorers and Junior Active Cubs 1 room.
- Warm water, hand soap and hand dryers were available to the children and staff in the sanitary areas. Water temperatures in the care rooms were recorded between 29.1°C and 32.8°C.
- Lidded and foot operated bins were available in the care rooms and sanitary areas in the service on the day of inspection.
- The care rooms were naturally ventilated through open windows.

##### Administration of Medication:

- Medication was not observed to be administered during the inspection.

##### Safe Sleep:

- Children in the Junior Discoverers and Senior Discoverers/Explorers were observed sleeping on the appropriate sleep equipment in relation to each child's age which was in line with the Safe Sleep Guidance document for children under and over the age of 2 years.
- Staff were observed carrying out sleep checks at 10-minute intervals and this was recorded on the electronic application.
- Children sleeping on floor and stackable beds were supervised by staff at all times, during the inspection.
- On inspection, each cot, floor bed and stackable bed were observed to be positioned 50cm apart from each other.
- Children were observed to wear loose clothing during sleep times due to warm weather conditions on the day of inspection.
- Room temperatures were recorded between 21.5°C and 21.7°C while the children were sleeping in the designed sleep and care rooms.

### Fire Safety:

- Fire exits were observed to be clear and free from obstruction.

### Non-Compliance Information

#### Infection Control:

1. It was observed during nappy changing, that a staff member did not wash their hands after carrying out nappy changing and a staff member was observed not washing their hands after touching the lid of a foot pedal operated bin. This posed a risk of cross infection to both the children and staff. The inspector reviewed the services policy on infection control which contained nappy changing procedures, and the above practice was not in line with the policy.

### Action submitted by the Registered Provider

#### Corrective & Preventive Action

#### Infection Control:

##### Corrective Action

The registered provider stated in their response that following the inspection, a staff meeting was held on 09 July 2025 on handwashing, infection control and nappy changing.

##### Preventive Action

All team members have been retrained on Tigers Childcare policies on handwashing, infection control and nappy changing. In addition, management will conduct checks during nappy changing to ensure policy is being followed.

Should any areas of improvement be identified during these checks they will be addressed immediately through support and retraining.

**Supporting documentation submitted**

**Infection Control:**

Documented evidence of staff retraining on policies was submitted to the inspectorate.

**Summary Comment**

The documented evidence was reviewed by the inspectorate and has met the regulatory requirements.

**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-*

*(b) a daily record in writing is kept of the entry on the premises of any such person.*

**Compliance Information**

(1) The registered provider ensured that each child was checked in and out on the electronic application used in the service.

(3)

(b) A daily record of visitors to the premises was kept in a notebook in the reception area. The inspectors were requested to signed in and out from the service.

**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 that the service was adequately insured. The insurance policy commenced on 28 March 2025 and expired on 27 March 2026.