

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015DS221
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Name of Service:	Tigers Childcare
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Address of Service:	Alexander House, Belgard Square North, Dublin 24, Co. Dublin
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Eircode:	D24 HDT1
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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:	18/05/2026
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No of pre-school children:	AM	55	PM	47
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Address of the Early Years Inspectorate:	The Brunel Building, Heuston South Quarter, St John's Road West, Dublin 8.
Inspection undertaken by:	S. Early O'Brien & R. Phillips
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, Belgard Square North, Dublin 24 is a full day care service which is one of 38 provided by the registered provider across Leinster and Cork. The service provides full day, part time and sessional care to children aged from 0 to 6 years. The service operates from 07:30 to 18:30, Monday to Friday.

This service is located in an adapted premises on the first floor of a mixed-use development complex in an urban area of southwest County Dublin. There are five care rooms operational within the service and these cater for age ranges as follows:

The Junior Discoverers room caters for children aged 1 year.

The Senior Discoverers room caters for children aged 1 to 2 years.

The Explorers room caters for children aged 2 to 3 years.

The Active Cubs 1 room caters for children aged 3 to 4 years.

The Active Cubs 2 caters for children aged 3 to 5 years.

The service has a designated cot room. There is a fully enclosed outdoor play area to the rear of the premises and children have access to a sensory room named "Neverland" in the service which allowed for a change of environment throughout the day.

Staffing

The service currently employs 16 staff members which includes the centre manager. On the day of inspection there were 11 adults working directly with the children and one student who was present on placement. A quality support manager employed by the company arrived at the service after the inspector's arrival on the morning of inspection. The registered provider does not work directly with the children and was not present on the day of inspection but did join the closing meeting remotely as did the company's service operations manager.

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

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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 and records. The inspection may also focus on other areas as required.

The inspection focused on an examination of compliance under the following regulations:

- Regulation 9 (1)(a)(b)(2)(3)(4) - Management and recruitment,
- Regulation 11 (1)(2)(8) - Staffing levels,
- Regulation 16 (1)(h)(i)(j)(k) - Record in relation to pre-school service,
- Regulation 19 (1)(b) - Health, welfare and development of child,
- Regulation 20 – Facilities for rest and play,
- Regulation 23 - Safeguarding health, safety and welfare of child,
- Regulation 24 – Checking in and out and record of attendance,
- Regulation 25 – First Aid,
- Regulation 26 – Fire Safety Measures,

A sampling process was used to assess compliance under regulation 16(1) - Record in relation to pre-school service across four care rooms, Junior Discoverers, Senior Discoverers, Explorers, and Active Cubs 1.

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.

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Acknowledgments

The inspectors wish to acknowledge the cooperation of the registered provider, the 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.

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Compliance Information

(1)

(a) The service manager is the designated person in charge of the service and there is a named person appointed to deputise as required.

(b) The manager was present and in charge of the service throughout the inspection.

(2)

Upon review of the staff roster and staff files, it was identified that there were four new staff members employed to work in the service since the last inspection on 24 November 2025 and 25 November 2025 and one student on placement. All staff files were reviewed in relation to regulation 9(2)(c).

Documentation was reviewed in respect of five adults and met regulatory requirements as follows:

(a) Of the 10 validated, written references that were required, 9 were available from a past employer.

(b) Of the 10 validated, written references that were required, 1 was available from a source other than a past employer.

(c) Garda vetting disclosures were on file and had been obtained for 17 staff members, demonstrating that the service adhered to the re-vetting timeframes as outlined in the Early Years Inspectorate Regulatory Notice, requiring services to renew Garda vetting every three years.

(d) Police vetting was required and available for three staff members who had lived outside of the State for a period of more than six months as an adult.

(3)

The records outlined in regulation 9(2) above were dated prior to the commencement date of employment of the adults in the service.

(4)

There was documentary evidence available to demonstrate that four staff members employed since the last inspection held a major award in Early Childhood Care and Education at Level 5 or higher on the National Framework of Qualifications or a qualification deemed equivalent.

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pPart 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 children at all times during the inspection.

(2)

The minimum ratio of adults to children for full day care services was adhered to at all times during the inspection. On the day of inspection there were 55 children attending the service being supervised by 11 adults on the morning of inspection and 47 children being supervised by 9 adults in the afternoon.

8(a)

There was a minimum of two adults on the premises at all times during the inspection. This was confirmed on review of the staff roster

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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:

- (h) details of attendance by each pre-school child on a daily basis;*
- (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)
- (h) Children's attendance was recorded on both an online application and hardcopy record on the day of inspection. These records included details of each child's arrival and departure times from the service.
 - (i) A record of the staff roster was available and was reflective of the staff present on the day.
 - (j) A sample of 20 administration of medication records were reviewed on an online application and all were completed as required by the regulation.
 - (k) A sample of 20 accident and incident records were reviewed on an online application and all were completed as required by the regulation.

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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-

(b) appropriate and suitable care practices are in place in the pre-school service, having regard to the number of children attending the service and the nature of their needs.

Compliance Information

(1)(b)

There was a calm and relaxed atmosphere in the service on the day of inspection. Adults were observed to be warm and kind towards the children in their care evidenced by soft language tones and use of the children's individual names during activities.

The adults supported children at play in both individual and small group activities showing them how to share and take turns and praising them for their efforts. It was clear from the interactions between the adults and the children in their care, that they knew the children very well.

The pre-school rooms were well laid out with age-appropriate materials and equipment easily accessible to children on low-level shelving. Children were observed to be engaged in a variety of types of play on the day of inspection both indoors and outdoors.

All snacks and a healthy lunch were provided by the service. On the day of inspection, children were offered pasta with sauce for lunch, which was cooked freshly onsite. Dinner was provided by an external catering company and comprised of chicken, broccoli, peppers, pasta and sauce. Drinking water was freely available and children also had their own individual drinking containers. Lunch and dinner were observed to be an enjoyable and relaxed event with the adults sitting with the children. Younger children were given assistance with eating should they require it. Children's hands and faces were cleaned at the end of the meal.

All children were observed to have freedom of movement within their rooms and transitions from one activity to another were seamless and unrushed and children were happy to go from one activity to the next. When it was time for children to move from one activity to another, songs were played that the children were familiar with.

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Part V - Care of Child in Pre-school Service

Regulation 20 – Facilities for rest and play

(1) Subject to this regulation, a registered provider shall ensure that-

- (a) having regard to the number of pre-school children attending the service, their respective ages and the amount of time they spend on the premises, there are adequate and suitable facilities for each child to play indoors and, where required by these Regulations, outdoors, during the day, and
- (b) there are adequate and suitable facilities for a pre-school child to rest during the day, and in the case of an overnight pre-school service, during the day and the night.

Compliance Information

(1)(a)

The indoor environment consisted of five care rooms with their own sanitary accommodation, one cot room, an office, staff sanitary accommodation, staff room and a kitchen. The care rooms were bright and warm with adequate space for the children. They were adequately laid out with interest areas accessible to the children. Children had access from each room to an outdoor play area located to the rear of the service which was suitable to the ages of the children. This space consisted of an all-weather surface and was adequately resourced with a variety of toys for the children to use.

The staff advised the inspectors that they facilitate daily outdoor play and this is timetabled to ensure that all rooms have daily access to the outdoor space. The outdoor area and the equipment and materials available provide appropriate learning opportunities for the children based on their age and stage of development. On the day of inspection, children were playing outdoors and were adequately dressed.

(b) The service had a designated sleep room with cots suitable for babies and young children under two years in addition to sleep beds suitable for older children. Cots were also available for children in the Junior Discoverers. Each cot had the child's individual photo and name on it. In the rooms where children required sleep, all bedding and sleep bags were stored in individual labelled storage bags and changed as required. On the day of inspection, lights were turned down, blinds pulled down and calming music played at an appropriate volume. All care rooms had a cosy/rest area within the room to provide space for rest and relaxation if children wanted a break from the normal routine of the day.

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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 toys and play equipment observed in use by the children in the indoor and outdoor areas on the day of inspection were safe and in good working order.
- The person in charge had taken measures to ensure the indoor and outdoor play environments were safe and free from hazards.
- Medication, which is only administered in an emergency, was stored safely and out of the reach of children.
- Storage facilities for hazardous cleaning materials were inaccessible to children.

Infection Control:

- Liquid soap, warm water and paper towels were available to facilitate hand washing in adjoining sanitary accommodation for all care rooms. Good hand-washing practices were observed after toileting and before eating for staff and children.
- A system was in place for effective sterilisation of soothers and mouthed toys.
- Individual bed linen was provided for children.
- Cleaning schedules were available in all care rooms and the service appeared clean.
- Pedal operated bins were available and in working order throughout the service for the safe disposal of waste and nappies.

Administration of Medication:

- All staff were familiar with the procedures outlined in the services administration of medication policy and procedure. An adequate administration of medication record was available to document medication given should this be required.
- Emergency medication required for one child was available in original, labelled packaging, was in date and immediately available in the care room if required. A care plan was also available detailing the procedures to be followed in the event of an emergency. Staff in the care room were familiar with these.

Fire Safety:

- All fire exits were clear of obstruction

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Non-Compliance Information

Infection Control:

1. On the day of inspection, procedures were not effective in ensuring the prevention of infection and cross contamination.
 - At a nappy change in the Explorers room, one staff member did not wash their hands before placing gloves on their hands to carry out a nappy change. When disposing of the soiled nappy in the bin, the staff member lifted the lid of the pedal operated bin with their hand. The staff member only removed their apron when they had redressed the child and used their hand to lift the lid of the bin to dispose of the apron. After cleaning the changing mat, the staff member lifted the lid of the bin again to dispose of the blue paper towel. The adult returned to the care room with the child but neither the child nor the adult's hands were washed after the nappy change.
 - Children from the Active Cubs room went outside to play in the garden at 13:00 but when they returned indoors at 13:14, they were not invited to wash their hands and they continued to play with resources indoors.

Safe Sleep:

2. On the day of inspection, sleep records for four children sleeping in cots in the cot room and five children sleeping in cots in the Explorers room had not been documented correctly. This practice poses a risk to the safety of children.
 - In the cot room, no physical checks of each of the four children were carried out or observed to be documented between 12:00 and 12:26 while children slept unattended. At 12:26 an adult from the Explorers room entered the cot room to carry out and document these checks. At 12:40 another adult arrived into the cot room and sat on a chair to supervise while the children were sleeping but the inspector who was in the room at this time, did not observe this adult documenting sleep checks for the duration of their supervision. On review of the sleep logs, the documented sleep checks were completed at times the adults did not carry these out at 12:20, 12:46 and 12:57.
 - In the Explorers room, while it is acknowledged that an adult was present for the duration and was physically checking the children who were sleeping, sleep logs were not maintained between 12:00 and 12:26.

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This is not in line with the service's own policy on Safe Sleep which states that "Where possible a practitioner will remain in the room/area while children are sleeping. Where this is not possible 10-minute checks will be carried out and documented".

Action submitted by the Registered Provider

Corrective & Preventive Action

Infection Control:

1. To correct the non-compliance, management spoke to all colleagues following the inspection regarding the importance of handwashing before and after the various times of the day and activities. Colleagues were reminded to look at the Nappy changing Procedure on the wall to ensure all steps are completed. To prevent these non-compliances in the future, all colleagues have reread the handwashing policy. Management will conduct spot checks to ensure handwashing is conducted correctly. The infection control policy will also be reviewed at the next staff meeting.

Safe Sleep:

2. To correct the non-compliance identified on inspection, management discussed the inspection with the staff member the following day. The staff member reviewed the sleep policy and was reminded of the importance of physically conducting 10 min checks and recording the information on an online application in place in the service.
To prevent this non-compliance from reoccurring, management will conduct spot checks on sleep checks and ensure they are being completed correctly. Safe sleep policy will also be reviewed at next staff meeting.

Supporting documentation submitted

Infection Control:

A copy of a reviewed hand-washing policy and nappy changing procedure in addition to staff signatories from staff meeting.

Safe Sleep:

A copy of the services Sleep Rest policy and evidence of staff retraining in relation to this.

Summary Comment

The inspectorate has deemed that the actions submitted adequately address the non-compliance.

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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,

(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 person in charge ensured that all children attending the service were checked in and out on the service register.

(3)(a)(i-iv)

The person in charge ensured that no other person other than the approved list of people has access to the pre-school service.

(b)

The person in charge had a record in writing in the form of a visitors' book of all such persons who accessed the pre-school service

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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)

A person trained in first aid responder (FAR) training was immediately available to the children attending the pre-school service.

(2)(a)(b)

A suitably equipped first aid box for children was available and safely stored on the premises. First aid boxes were available in conspicuous places within each of the care rooms.

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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.*
- (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)

There was evidence of regular fire drills having taken place within the service. The last fire drill took place on 24 April 2026.

(b)

There was a maintenance record of the firefighting equipment and smoke detection system in the premises dated April 2025 and March 2026 respectively.

(4)

There was a notice of the procedures to be followed in the event of a fire, displayed within the care rooms and the main hallway of the service.