

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:	Belgard Square West, Tallaght Cross East, Tallaght, 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:	03/06/2025
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No of pre-school children:	AM	51	PM	45
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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. Brien
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).

Conditions if applicable	NA
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Description of service

Tigers Childcare, Belgard Square West, is a full day care service which is one of 22 operated by the registered provider in 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 situated 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 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 2 room caters for children aged 3 to 4 years.

The Active Cubs 1 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. Children had access to another room in the service which allowed for a change of environment throughout the day and this room was also used as a sleep room for children from the Explorers room.

Staffing

The service currently employs 16 staff including a manager. There were 15 staff working directly with the children on the day of inspection including the person in charge. The quality support manager arrived during the morning of inspection to provide further support. The registered provider does not work directly with the children and was not present 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, records and safety. 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)(3)(8) - Staffing levels

Regulation 15 (1) – Record in relation to a pre-school child

Regulation 16 (1)(h)(i)(j)(K) - Record in relation to pre-school service

Regulation 19 (1)(a)(b) - Health, welfare and development of child

Regulation 23 - Safeguarding health, safety and welfare of child

Regulation 28 – Insurance

Regulation 32 - Complaints

A sampling process was used to assess compliance under Regulation 15 – Record in relation to a pre-school child and Regulation 16 - Record in relation to pre-school service.

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 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.

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

(b) The service manager was present and in charge of the service when the inspectors arrived at 09:50 on the morning of the inspection and was present in the service for the duration of the inspection.

(2)

The inspection focused on the recruitment records for nine adults employed since the last inspection on 08 April 2024. Regulation 9(2)(c) was reviewed in respect of all staff. Documentation was reviewed in respect of these adults and met regulatory requirements as follows;

(a)(b) Eighteen written and validated references were available for nine adults.

(c) Documentary evidence of a processed Garda vetting disclosure was available for all 17 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 was available for four staff members who had lived outside of the State for a period of more than six months as an adult.

(4)

Records were available demonstrating that all adults employed in the service held a major award in Early Childhood Care and Education at Level 5 or above on the National Qualifications Framework.

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 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. There were fifty-one children being supervised by eleven adults on the morning of inspection and forty-five children being supervised by eleven adults in the afternoon.

(8)(a)

There was a minimum of two adults on the premises at all times during the inspection.

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.*

Compliance Information

(1)(a)-(j)

Ten children's records were sampled and reviewed. The records detailed the information which was required

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 an electronic device 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) Twenty-two medication records were reviewed and found to be completed appropriately with signatures from both staff and parents.

(k) A sample of twenty-two accident and incident records were reviewed and found to be completed appropriately with signatures from both staff and parents.

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

(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)(a)(b)

Basic Needs

Healthy eating was promoted in the service and staff reported that all meals are provided by the service for children attending on a full day care basis. Children attending for ECCE have their snack provided from home. On the day of inspection, the children were observed to be eating chicken korma and rice for dinner, and cheese wraps and apples for snack. Staff advised that alternatives were available, and food preferences catered for. Drinking water was accessible to children throughout the day and all children were given water with their dinner. Younger children were provided with bibs for dinnertime. Children were encouraged to feed themselves and staff supported younger children who needed assistance. Children appeared happy and content within each of the care rooms.

Children's care needs were observed to be met promptly. Staff were observed cleaning children's noses and children's hands and faces were cleaned after dinner. Children's nappies were changed regularly, and staff were observed engaging warmly with children when providing this care. Children were encouraged and supported to be independent including cleaning up after their play and meals.

There was a designated nap time in the Junior Discoverers room and Active Cubs 2. Stackable beds were available for sleep time for children attending the Senior Discoverers room.

Supporting Relationships

Staff demonstrated a good awareness of the needs of each child in their care and responded to children's cues promptly. Staff interacted warmly with the children throughout the inspection and were observed supporting children in their play. Staff were observed to use encouragement, gentle tones and praise when promoting

positive behaviour. Staff provided an appropriate level of supervision whilst supporting the children's independence during play and mealtimes.

Staff described how they record information about each child's day detailing information on food, sleep, activities and nappy changes on an online application which is immediately available to parents.

Physical and Material Environment

Care rooms were arranged to provide a range of play materials and areas of interest providing children with the freedom to play and explore. Areas of interest included small world toys, construction toys, jigsaws, rest areas with books, home corners and dress up areas. The care rooms provided a range of developmentally appropriate play experiences for the children and were adequately resourced with a variety of materials. Family photos, birthday displays, visual routines and children's artwork were displayed in the care rooms.

The environment was laid out to support the children's independence. Play materials were observed to be accessible to the children on low level shelving. Low level tables and chairs were available in the care rooms.

A fully enclosed outdoor play area was located to the front of the premises. This was a concrete area divided into three separate sections. The third section is for the youngest children and had a shock absorbent surface. The outdoor space is directly accessible from Explorers room, Active Cubs 1 and Active Cubs 2. Staff informed the inspectors that children spend at least thirty minutes outdoors, twice daily. The play area has a canopy to provide shelter and was adequately resourced with a range of developmentally appropriate play equipment.

Programme of Activities

Children were observed to make choices on their own play materials within the environment.

Positive language was observed to be used across the staff team and with the children. Language development was supported in discussions observed both in play and at snack time where the adults encouraged the children to use words to describe their thoughts and feelings.

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

The inspectors found by observation of practice, review of documentation, discussion with staff and inspection of the premises that the registered provider had taken the following steps to safeguard children attending:

General Safety:

- The entrance door leading into the service was appropriately secured to prevent children from exiting unsupervised and to restrict unauthorised persons from gaining access to the premises.
- Visitors to the premises were required to sign in on arrival to the premises.
- The toys and play equipment observed in use by the children on the day of inspection were safe and in good working order.
- The registered provider had taken measures to ensure the indoor play environments were safe and free from hazards.
- Medication 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 five care rooms.
- A system was in place for effective sterilisation of soothers and mouthed toys.
- Individual bed linen was provided for children. Staff stated that bed linen is laundered weekly.
- Cleaning schedules were available in all care rooms and the service appeared clean.
- Foot pedal bins were available throughout the service for the safe disposal of used hand towels and other waste products.
- Tables were observed by the inspectors to be cleaned before and after snack time.

Administration of Medication:

- There was written evidence of prior parental consent for the administration of anti-febrile medication and prescribed medication and there were procedures in place to safely administer and document such medication if required.

- Staff adequately detailed the procedures for administering medication if required during discussions with the inspectors.

Safe Sleep:

- Children were physically monitored while sleeping and sleep checks were documented every ten minutes on an online application. Discussion with staff demonstrated that they were familiar with safe sleep guidelines. Documented sleep checks were reviewed for the previous week. All were completed, in date and staff signature included.

Fire Safety:

- On the day of inspection, all emergency exits were observed to be clearly identifiable and were not obstructed.

Outing:

- The person in charge explained that outings are undertaken with the children to the community playground with signed consent from parents. Staff reported that prior to any outing, a risk assessment is carried out. It was evident through discussion that the staff members were familiar with the services outings policy and signed parental consents were available.

Part VI - Safety

Regulation 28 - Insurance

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

Compliance Information

The registered provider had a valid certificate of insurance which expires on 27 March 2026 to a cover a maximum of 70 children with the type of service covered including cover for 60 full-day care children and 10 sessional children.

Part VII - Premises and Space Requirements

Regulation 29 - Premises

A registered provider shall ensure that the premises of the service are-
(c) kept adequately lit, heated and ventilated

Non-Compliance Information

(c)

1. While it is acknowledged that staff were aware of the high temperatures in the Senior Discoverers room and had mitigating factors in place to reduce these which included having air-cooling units in place, the temperatures were not adequately maintained between 18°C and 22°C in this room.

The temperatures were recorded as follows on the day of inspection:

11:28	22.1°
11:55	22.4°
14:52	23.3°

Corrective & Preventive Action submitted by the Registered Provider

Corrective and Preventive Action

The registered provider has stated that educators monitor the temperature closely to ensure it remains within regulated limits. If the temperature begins to rise, proactive steps are taken such as informing management immediately, removing heavy or unnecessary clothing from children, making water visibly available and accessible for children, monitoring children closely for signs and symptoms of over-heating, spending the maximum amount of time in the outdoors and using fans. If temperatures rise above 22 – children are moved to an alternative spare room.

To prevent this issue from reoccurring the maintenance team is going to install an air conditioning unit on 17/07/25 to the Senior Discovers Room to help regulate temperatures more effectively and maintain a comfortable space in line with regulations.

Supporting documentation submitted

The registered provider submitted a copy of the Infection Control Policy including Sun & Hot Weather Safety, outlining the corrective steps to be followed.

A copy of the invoice for installation of the cooling unit also submitted.

Summary Comment

The inspectorate has deemed that the actions submitted adequately address the non-compliance and these will inform the next inspection.

Part VIII - Notifications and Complaints

Regulation 32 – Complaints

(1) A registered provider shall ensure that the complaints policy of the service specifies-

- (a) the procedure to be followed by a person for the purposes of making a complaint in relation to the service,*
- (b) the manner in which such a complaint shall be dealt with, and*
- (c) the procedures for keeping a person who makes such a complaint informed of the manner in which it is being dealt with*

Compliance Information

(1) There was a comprehensive complaints policy available for the service.

- (a) The management of complaints was outlined in detail through different stages. Complaints are made in the first instance to the manager of the service and if not resolved then a formal written complaint is made.
- (b) The complaint is acknowledged and a plan for how it will be dealt with is made including a timeline for when it will be resolved and keeping records of all interactions regarding the complaint.
- (c) The policy outlines that the person making the complaint will be informed of the outcome and will have the opportunity to have the complaint referred to a third party for resolution if required