

Early Years Inspectorate Regulatory Report

Pre School

TUSLA Identifier:	TU2015KE014
--------------------------	-------------

Name of Service:	Tigers Childcare
-------------------------	------------------

Address of Service:	The Ryebriidge, Kilcock, Co. Kildare
----------------------------	--------------------------------------

Eircode:	W23 XK51
-----------------	----------

Name of Registered Provider:	Therese Noonan
-------------------------------------	----------------

Service type:	Full Day, Sessional
----------------------	---------------------

Date of Inspection:	24/02/2026
----------------------------	------------

No of pre-school children:	AM	91	PM	81
-----------------------------------	----	----	----	----

Address of the Early Years Inspectorate:	Early Years Inspectorate, Suite 7, Vista Primary Care, Ballymore Eustace Rd, Naas, Co Kildare
Inspection undertaken by:	R. 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).

Conditions if applicable	N/A
---------------------------------	-----

Description of service

Tigers Childcare is one of 34 private services operated by the registered provider. The service provides full day and sessional care for children from 0 to 6 years. The service is registered to operate from 07:30 to 18:30, Monday to Friday. Sessional care is provided from 09:30 to 12:30.

The service operates from a purpose-built two storey premises in a private residential housing development on the outskirts of Kilcock, Co Kildare.

There are eight care rooms in the service. Three on the ground floor and five on the first floor. On the ground floor, the Junior Discoverers room caters for children aged 1 year. The Senior Discoverers room caters for children aged 1 to 2 years and the Explorers 2 room caters for children aged 2 years.

On the first floor, the Explorers 1 room caters for children aged 2 to 3 years. The Active Cubs 1 and Active Cubs 2 rooms cater for children aged 3 to 5 years. The Active Cubs 3 room caters for children aged 3 years and the ECCE room caters for children aged 3 to 4 years.

The service also has two separate cot rooms. There is a fully enclosed outdoor play area to the rear and side of the premises.

Staffing

The service currently employs 29 staff including the manager, a cook, a cleaner and a school age childcare staff member. There were 22 staff working directly with the children during the inspection. The registered provider does not work directly in the service but joined the closing meeting remotely along with the quality practice manager and the quality 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

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/ records/ health, welfare and development of child and safety. The inspection may also focus on other areas as required.

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

- 9 (1)(a)(b)(c),(2)(a)(c)(d),(4), (7)(a)(b)(c) – Management and recruitment,
11 (1),(2),(8)(a) – Staffing levels,
16 (1)(i)(k) – Record in relation to pre-school service,
19 (1)(b) – Health, welfare and development of child,
23 – Safeguarding, health, safety and welfare of child,
27 – Supervision.

These findings are outlined within the relevant regulations within this report.

A sampling process was used to assess compliance under the following regulations;

- 16 (1)(k) – Record in relation to pre-school service,
19 (1)(b) – Health, welfare and development of child,
27 – Supervision.

As a result, the scope of the inspection included the Junior Discoverers and Explorers 2 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 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,*
- (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.

(7) A registered provider shall ensure that all employees, unpaid workers and contractors are appropriately supervised and provided with appropriate information, and where necessary training, including in relation to the following:

- (a) the policies, procedures and statements of the service specified in Schedule 5;*

*(b) Part VIIA (inserted by section 92 of the Child and Family Agency Act 2013 (No. 40 of 2013)) of the Act, and
(c) these Regulations.*

Compliance Information

- (1)
(a)(b)(c)
The service had a designated person in charge and a named person to deputise as required who were on the premises throughout the inspection. A clear management structure was in place in the service.
- (2)
The inspection focused on the recruitment records for two adults employed since the last inspection on 11 and 12 November 2025. Regulation 9(2)(c) was reviewed in respect of these two adults and two other adults who were present during the inspection. Documentation was reviewed in respect of these adults and met regulatory requirements as follows:
- (a)
Four validated, written references were available from a past employer.
- (c)
Garda vetting disclosures from the National Vetting Bureau of An Garda Síochána were available for the four 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 required and was available for two staff members who had lived outside the State for a period exceeding 6 months as an adult.
- (4)
Records were available evidencing that the two staff members who were employed to work directly with the children held the required qualification or equivalent.
- (7)(a)(b)(c)

The registered provider demonstrated that they had taken reasonable measures to ensure that all employees were appropriately supervised and provided with appropriate information and training to safeguard the health, safety and welfare of children attending the service and to comply with the regulations as evidenced by the following.

- Documentation reviewed evidenced that one on one support and supervision meetings were in place since the last inspection of the service on 11 and 12 November 2025 for staff members. This was in line with the staff supervision policy in place in the service.
- Two staff members had commenced employment in the service since the last date of inspection. Evidence was available to show they had received formal induction training before they began working directly with children in the service and that induction training continued once they commenced working in the service. This was in line with the staff training policy in place in the service.

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 were adhered to at all times during the inspection. There were 91 children attending the service being supervised by 22 adults on the day of inspection.

(8)(a)

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;

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

Compliance Information

(i)

The staff roster was available on the day of inspection and reflected the adults working in the service.

(k)

A sample of 13 accident and incidents records were reviewed. These records were signed by staff and parents and were completed appropriately. Evidence was available to demonstrate that parents had been notified where injuries occurred.

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)

Meals were provided at regular intervals and drinking water was available to children throughout the day. Dinner was served at 11:30. All children were given bibs for dinnertime. Staff sat with children during their dinner and children were encouraged to feed themselves. All children were given milk or water with their meal. Staff supported children who needed assistance with their meals. Additional servings were available in the care rooms and staff were observed providing additional portions to children who requested more.

Children's care needs were observed to be met promptly. Staff were observed cleaning children's noses as required 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.

An area was provided within the rooms where the children could rest or take a break from activities. There was a designated nap time for children attending the Junior Discoverers and Explorers 2 rooms. Suitable cots and low-level beds were provided appropriate to the children's age and stage of development. All children were made comfortable for sleep; staff removed children's shoes and outer clothing; they provided the children with blankets, and they offered soothers to those who used them. The environments were calm and conducive to sleep, with staff soothing the children as needed.

The service had a key person system in place. Staff demonstrated a good awareness of the needs of each child in their care and responded to children's cues promptly. Staff displayed warmth and sensitivity during all interactions with the children. Children were comforted promptly when they became upset. Staff were observed holding children and speaking to them softly. Staff were observed to use distraction, gentle tones and praise when promoting positive behaviour in line with the service's behaviour policy.

The staff described how they communicate with parents daily about their child at arrival and collection times and through an online application detailing information on food, sleep and nappy changes. Parents were observed in the care rooms during drop off and collection times.

Children attending the Explorers 2 room were provided with the opportunity to play outdoors during the inspection and were dressed appropriately to the weather.

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 to the service was adequately secured to ensure the safety of the children within and to avoid unauthorised persons accessing the service or children exiting unsupervised.
- The toys and play equipment observed in use by the children on the day of inspection appeared in good working order.
- Cleaning agents and medicines were stored safely out of reach of children.
- All storage facilities were inaccessible to children.

Infection Control:

- Liquid soap, warm water and paper towels were available to facilitate hand washing. The children were supported to wash their hands at regular intervals including after nappy changing and before meals.
- Children's nappies were changed in line with the service's nappy changing policy to reduce the risk of the spread of infection.
- Waste was managed appropriately with the use of pedal bins.
- 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 or as required.
- All cot mattresses in use had waterproof covers.

Administration of Medication:

- The service had an administration of medication policy in place. There was a documented care plan available for a child attending the service who required emergency medication. Staff working in the room with the child were aware of the treatment plans and demonstrated knowledge of the procedures to follow if the medication was required.
- Staff demonstrated, through discussion, that they were familiar with the procedures and practices in place for the administration of medication in line with the service policy on medication administration.

Safe Sleep:

- Children were physically monitored while sleeping and sleep checks were carried out and documented every 10 minutes. Discussion with staff demonstrated that they were familiar with safe sleep guidelines.
- An adult remained in the room at all times where children were sleeping on low beds.

Fire Safety:

- All fire exits were clear of obstruction.

Non-Compliance Information

General Safety:

1. An unsecured blind cord was observed within reach of children in the ECCE room posing a risk of injury.

Infection Control:

2. In the sanitary area on the first floor, the wall behind the toilets in each of the seven toilet cubicles was damaged. Paint was missing in places, plaster was exposed and a hole in the wall was observed in one cubicle. These surfaces could not be cleaned effectively and could harbour bacteria.

Action submitted by the Registered Provider

Corrective & Preventive Action

General Safety:

1. The cord was removed immediately to eliminate any potential risk to the children in the room. A representative from a blinds company attended the service, measured the windows, and has supplied and installed new blinds 31/3/26. They also inspected all blind clips and have issued replacements for any that were found to be loose or in need of repair.

Colleagues are required to use the form outlined in the Risk Management Policy.

The Daily Indoor safety checklist has been updated to reflect specific checks relating to blind cord safety.

Management and colleagues were briefed immediately to check all blind cords in the centre and reminded to be extra vigilant when doing physical checks of all areas within the care rooms. A staff meeting was carried out on 03/03/26 where all colleagues were reminded to carry out thorough physical inspections of all areas within the care rooms, including blinds and blind cords, when completing the daily indoor safety checklist.

Infection Control:

2. All seven toilet cubicles in the sanitary area have been fitted with a durable, wipeable perspex-like surface to facilitate effective cleaning and reduce the risk of bacterial harbourage. All surrounding surfaces have been painted where required.

The Centre Manager will complete the Monthly Safety Checklist. Any paintwork requiring repainting or touch-ups will be reported to the Facilities Team by the Centre Manager. In addition, the recruitment team is actively recruiting a painter and decorator within the organisation to facilitate regular painting maintenance touch ups.

Supporting documentation submitted

General Safety:

Written and photographic evidence was submitted to demonstrate the corrective and preventive actions submitted by the registered provider.

Infection Control:

Written and photographic evidence was submitted to demonstrate the corrective and preventive actions submitted by the registered provider.

Summary Comment

The corrective and preventive actions as stated by the registered provider have been deemed to address these non-compliances.

Part VI - Safety

Regulation 27 – Supervision

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

Compliance Information

On the day of inspection all children were supervised appropriately and at all times, including transitions, nappy changes, at mealtimes, during outdoor play and while children were sleeping. Children were supervised primarily by sight during the course of the inspection. Room layouts allowed for effective supervision.