

# Early Years Inspectorate Regulatory Report

## Pre School

<b>TUSLA Identifier:</b>	TU2015KE066
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<b>Name of Service:</b>	Tigers Childcare
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<b>Address of Service:</b>	Monread Avenue, Naas, Co. Kildare
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<b>Eircode:</b>	W91 XK33
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<b>Name of Registered Provider:</b>	Therese Noonan
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<b>Service type:</b>	Full Day, Part Time, Sessional
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<b>Date of Inspection:</b>	12/08/2025
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<b>No of pre-school children:</b>	AM	41	PM	41
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<b>Address of the Early Years Inspectorate:</b>	Early Years Inspectorate, Suite 7, Vista Primary Care, Ballymore Eustace Rd, Naas, Co Kildare
<b>Inspection undertaken by:</b>	R. Brien & R Phillips
<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 one of 23 childcare services operated by the registered provider in Leinster and Cork. The service provides full day, part-time and sessional care and caters for children from 0 to 6 years. The service is registered to operate from 07:30 to 18:30, Monday to Friday.

The service is located in a small retail park in Naas, Co. Kildare and operates from two purpose-built premises. The main building is a two-storey building with six care rooms, a cot room, kitchen and office. The second building is located across the road with three care rooms. There is also an additional building adjacent to the main building which is used for school aged childcare.

A large, fully enclosed outdoor play area, including a covered play area is located to the rear of the main premises.

Five care rooms were open on the day of inspection. The Junior Discovery room caters for children from 11 months to 1 year. The Senior Discovery room caters for children aged 1 to 2 years. The Explorers room caters for children aged 2 to 3 years. The Junior Active Cubs room caters for children aged 3 years. The Active Cubs room caters for children aged 3 to 4 years.

### Staffing

The service currently employs 21 staff members including the service manager and three chefs.

There were 10 staff working directly with the children on the day of inspection. This included the quality support manager who arrived following the inspector's arrival. The registered provider does not work directly in the service and was not present during the inspection.

### Methodology

Tusla's Early Years Inspectorate is the independent statutory regulator of early years services in Ireland. The Child Care Act 1991 (Early Years Services) Regulations 2016 define the duty of a registered provider to ensure the safety and well-being of children and to comply with these regulations. This Act also gives Tusla the authority to assess compliance with the regulations. The purpose of regulation in relation to early years services is to ensure that the care, safety, and well-being of children attending such services is upheld. Inspections of early years services are planned based on the following:

- Previous inspection history
- Any information received in relation to the service

The findings on inspection are based on:

- Information obtained through examination of documentation
- Direct observation
- Discussion with relevant staff

This inspection was unannounced and focused on the area of governance/ health, welfare and development of child/ safety and premises and facilities. 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)(b)(c)(d),(4) – Management and recruitment,
- 11 (1),(2),(8)(a) – Staffing levels,
- 16 (1)(h)(i) – Record in relation to pre-school service,
- 19 (1)(a)(b) – Health, welfare and development of child,
- 23 – Safeguarding, health, safety and welfare of child.

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)(h) – Record in relation to pre-school service,
- 19 (1)(a)(b) – Health, welfare and development of child.

As a result, the scope of the inspection included the Junior Discovery, Senior Discovery and Explorers 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,*
- (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)(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 22 adults employed to work in the service. Documentation was reviewed in respect of these adults and met regulatory requirements as follows;
- (a)(b)
- Of the 44 validated, written references that were required, 40 were available from a past employer and 4 were available from a reputable source.
- (c)
- Garda vetting disclosures from the National Vetting Bureau of An Garda Síochána were available for the 22 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 3 staff members who had lived outside the State for a period exceeding 6 months as an adult.
- (4)
- Records were available evidencing that the 19 staff members who were employed to work directly with the children held the required qualification or equivalent. One of these staff members held a letter of temporary qualification recognition from the Department of Children, Disability and Equality.

## 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 41 children attending the service being supervised by 10 adults during the 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:*

- (h) details of attendance by each pre-school child on a daily basis;*
- (i) details of staff rosters on a daily basis*

#### Compliance Information

(h)

Details of the attendance of each child in the Junior Discovery, Senior Discovery and Explorers rooms were recorded at the time of entering and leaving the service.

(i)

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

## 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)

The service had a healthy eating policy in place, and all meals are provided by the service. Meals were provided at regular intervals. Dinner was served from 11:25. Younger children were given bibs for dinnertime. Drinking water was available to children in the Junior and Senior Discovery rooms throughout the inspection and all children were given a drink with their meals.

Children's personal care needs were observed to be met by staff. Children's hands and faces were cleaned after dinner and children's nappies were changed regularly. Staff were observed engaging warmly with children when providing this care.

Younger children in the Junior Discovery room were placed to sleep when they displayed signs of tiredness and there was a designated nap time for older children attending the Junior Discovery, Senior Discovery and Explorers rooms. Children in the Explorers room who did not have a nap were brought to the outdoor area during the designated nap time. Cots 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; and they offered soothers to those who used them. The environments were calm with staff soothing the children as needed during this time.

Staff demonstrated a good awareness of the needs of each child in their care and responded to children's cues promptly. Staff demonstrated warmth and sensitivity during their interactions with the children throughout the inspection. Children were comforted promptly when they became upset. Staff were observed holding children and speaking to them softly. 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 using an online application detailing information on food, sleep, nappy changes and activities and a handover is given at arrival and collection times.

The care rooms were arranged into areas of interest including home corners, construction materials, cause and effect toys, rest areas with books and sensory play materials providing children with the freedom to play and explore. The care rooms provided a range of developmentally appropriate play experiences for the children and were adequately resourced with a variety of materials.

The environments were 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 rear of the premises and was divided into four areas. A range of developmentally appropriate play equipment was provided in the outdoor play area. All children were provided with the opportunity to play outdoors and staff applied suncream to each child before using the outdoor area.

### Non-Compliance Information

(1)(b)

1. The registered provider did not take all required measures to ensure that water was accessible at all times to children in the Explorers room on the day of inspection. The outdoor temperature on the day of inspection ranged between approximately 21°-27°C. The temperature of the Explorers care room ranged from 24.5°-26.9°C. Water and drinking cups were not available at all times at the water station in the care room or in the outdoor area and children were not offered a drink after playing outdoors on two occasions. The inspector brought the lack of available water to the attention of staff on two occasions. It is acknowledged that children in the Explorers room were given a drink with their meals.
2. All required measures to protect the children from the sun when in the outdoor area were not taken. The children did not wear sunhats despite these being available.

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

#### Corrective and Preventive Action

1. A water station is in use each day at the child's level with water in a jug at all times and cups available both indoor and outdoor. Children have been invited to bring in drinking bottles which are also stored at the child's level on the water station. The Food, Nutrition & Health Promotion Policy was re-viewed by all colleagues. The importance of having water accessible at all times was discussed with all colleagues. Colleagues were reminded to be proactive in offering drinks to children particularly during warmer weather. Management will carry out checks in the morning and throughout the day to ensure water is always available to the children.
2. All colleagues were reminded at the staff meeting to ensure sun hats are to be worn by children if available and to communicate to parents that sun hats are required if not available already. Sun & Hot Weather Safety policy reviewed by all colleagues. The importance of sun protection was communicated to colleagues during our staff meeting on 28th August & 3rd September. Management will conduct spot checks in the garden to ensure all children have their sun hats on or available to them.

#### Supporting documentation submitted

Written and photographic evidence was presented 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. These actions will be assessed on the next inspection.

## 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.
- All blind cords were secured.

##### Infection Control:

- Waste was managed appropriately with the use of pedal bins.
- A system was in place for effective sterilisation of soothers.
- Individual bed linen was provided for children and was stored separately when not in use. Staff stated that bed linen is laundered weekly or as required.
- A system was in place for the effective sterilisation of mouthed toys.
- Children's nappies were changed in line with the service's nappy changing policy to reduce the risk of the spread of infection.

##### Administration of Medication:

- Staff demonstrated, through discussion, that they were familiar with the procedures and practices in place for the administration of medication in line with the services 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 staff were familiar with safe sleep guidelines.
- An adult remained in the room at all times where children were sleeping on low level beds.

##### Fire Safety:

- All fire exits were clear of obstruction.

#### Non-Compliance Information

### General Safety:

1. It is acknowledged that mitigating measures had been taken in each care room to reduce temperatures including closing blinds, opening windows and using fans, however temperatures recorded in the care rooms on the day of inspection were outside the required range of 18°-22°C as detailed below:

Room	Time	Temperature
Junior Discovery cot room (children sleeping)	11:57	22.7°C
Senior Discovery (children sleeping)	12:18	24.6°C
Explorers (children sleeping)	12:16	24.5°C
Explorers (children awake)	14:29	26.9°C
Junior Active Cubs	12:27	24°C
Active Cubs	14:46	26°C

2. In the outdoor area a wooden gazebo was observed to be splintered in places with paint peeling off posing a risk of injury to children.
3. The ramp directly outside the Explorers room which was used to access the outdoor area was damaged with a hole observed on the surface posing a tripping risk to children.

### Infection Control:

4. The handwashing practices observed were inconsistent and at variance with the policy in place in the service. In the Junior and Senior Discovery rooms and the Explorers room children's hands were not washed following outdoor play.
5. Eight cot mattresses did not have a waterproof mattress cover posing a risk of the spread of infection as they could not be adequately cleaned and disinfected.

### Safe Sleep:

6. It is acknowledged that suitable floor beds were provided for children under 2 years, however, there were no individual sleep plans in place for five children under 2 years in the Senior Discovery room who were observed on floor beds during the inspection.

### Action submitted by the Registered Provider

### Corrective & Preventive Action

#### General Safety:

1. A Temperature Escalation Guide has been introduced which gives staff clear, mandatory actions if temperatures move outside the Tusla-required 18–22°C range. A Room Temperature Monitoring Policy has been introduced. This ensures temperatures are logged consistently, trends are monitored, and management oversight occurs weekly. Additional cooling equipment (portable air-coolers) will be deployed in care rooms where natural ventilation and fans are insufficient to maintain safe ranges during the summer months.
2. Access was removed immediately from the gazebo until Tigers Childcare maintenance team repaired it. Daily outdoor safety checklist to be completed and colleagues to notify management of any hazards found. Management will assess the nature of the hazard and link in with maintenance for any maintenance work required.
3. Access was removed from the ramp outside the Explorers room until Tigers Childcare maintenance team had it repaired. Daily outdoor safety checklist will be completed, and colleagues will notify management of any hazards found. Management will assess the nature of the hazard and link in with the maintenance for any maintenance work required.

#### Infection Control:

4. All colleagues have reread the infection control policy and have confirmed they read and understood it. A meeting was held to discuss the infection control policy and the importance of handwashing with all colleagues. Colleagues will ensure that handwashing is included in transitions and the children's daily routine, an educator guide has been developed for display in the room to ensure handwashing takes place at appropriate times. Management will ensure new colleagues are trained in this policy during their shadow practice training.
5. Eight waterproof cot mattresses have been purchased. A review of all mattress covers was completed to ensure compliance across the centre. Regular reviews on children's bedding for sleep time will be conducted by management to ensure compliance.

#### Safe Sleep:

6. Parents of the children in question were contacted and asked to complete a sleep plan for their child. The sleep and rest policy was discussed at the staff meeting with all colleagues. All colleagues confirmed they read and understood and will ensure all sleep arrangements are discussed with parents and documented prior to the sleep plan being implemented. Management will do regular checks on sleep plans and ensure colleagues are updating sleep plans where necessary. Management will ensure all new colleagues will receive this training as part of their shadow practice when they come on board.

### **Supporting documentation submitted**

#### **General Safety:**

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

#### **Infection Control:**

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

#### **Safe Sleep:**

Written evidence was presented 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. These actions will be assessed on the next inspection.