

Tiny Tots Nursery & After School Care Day Care of Children

Kenilworth Court
North Carbrain
Cumbernauld
Glasgow
G67 1BP

Telephone: 01236 454100

Type of inspection: Unannounced
Inspection completed on: 24 January 2017

Service provided by:
Tiny Tots Nursery Limited

Service provider number:
SP2003000992

Care service number:
CS2003004785

About the service

The service was previously registered with the Care Commission and transferred registration to the Care Inspectorate on 1 April 2011.

The purpose-built nursery is located in the North Carbrain area of Cumbernauld. There are five playrooms available to children which provide direct access to the fully enclosed outdoor areas. Children also have direct access to toilets from each playroom. The building also houses a kitchen, staff room, office and parents' room. A secure entry system is in place. The after school care service covers most primary schools in the Cumbernauld area. The nursery provides a part-time and full day care service for children aged from birth to those not yet attending primary school. The service is registered to care for eighteen children from birth to under two years, twenty-five children from two to under three years, thirty-two children aged from three years to those not yet attending primary school and thirty primary school aged children up to twelve years. The nursery operates from 7.30am to 6pm, Monday to Friday throughout the year. Times are flexible to meet the individual needs of families.

The nursery aims to provide "a safe, stimulating and friendly environment and to meet each child's individual needs." Parents and carers have access to the full statement of Aims and Objectives.

What people told us

We gathered the views from thirteen parents/relative of children using the service. They all indicated they were happy with the care their child received and with the quality of staffing.

We observed and talked to some children during the inspection. We found children to be engaged and having formed positive relationships with the staff.

Self assessment

We did not receive a self-assessment from the provider. Issues related to quality assurance and the lack of a service improvement plan have been considered in the outcome of this inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We found children to be cared for by staff that were caring and respectful. Children in all playrooms were engaged in their play and interacting well with staff and each other. We found when talking to staff they were

able to share good knowledge of the children and how they supported their needs. Staff had made improvements to the planning and delivery of the curriculum. This included a more responsive, child led approach. However we found the children's personal plans viewed did not meet the personal plan requirements and during discussions with staff we agreed they required significant improvements to ensure they helped them plan how best to support children health, welfare and safety needs.

The service provided the food for the children's daily snacks and meals. We found that the menus and food offer to children were not following national guidelines for nutrition or promoting health choices. On checking food label we found most food were processed and were medium/high in salt or sugar. We have asked the service to under take a full review of the foods offered and make significant improvements to ensure they are promoting healthy nutritious foods We have repeated the recommendation related to nutrition.

We found the service medication cupboard was mostly stocked with paracetamol for children to use when needed. We have asked the manager to review the medication stored and to return medication to parents if no longer needed.

Requirements

Number of requirements: 1

1. By the 31 March 2017, the provider must ensure each child has a personal plan. Personal plans must include:
 - A written plan which sets out how the service plans to meet the child's health, welfare and safety needs
 - Be available to the child or representative.
 - Be reviewed at least once every six months or if there is any significant change in the child's needs.

The outcome of implementing these plans is to ensure staff identify, plan and provide effective and meaningful support to met children's early learning and childcare needs.

This is in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI

Recommendations

Number of recommendations: 1

1. The service should ensure they provide health nutritious foods and drinks. To achieve this they should plan menus taking using good practice guidance such as 'Setting the Table'.

National Care Standards for early education and childcare up to the age of 16
Standard 3 Health and Wellbeing.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The service is provided from with a purpose-built building and has secure entry. The building is spacious, well light and ventilated.

The playrooms all have direct access to the outdoor play spaces which provided children with regular daily fresh air and active play, however the afterschool outdoor space needs further improvement as a result we have repeated the recommendation.

The playrooms are designed to encourage children to freely select where and what they want to play with. We found children to be engaged and taking part in a range of play experiences.

In the playrooms where children slept we found the lighting was off. We have asked staff to review this and consider the lighting during sleep times for the children who are not asleep.

We found that although some improvements had been made to the changing area for the younger children we found some areas that could be further improved for example it is not be used for storage. We have repeated the recommendation for infection control.

The young children mostly sleeping in buggies and a very young child in cots. We observed on very young child to be sleeping in a bouncy chair and the cots were being used to store items. We have repeated this recommendation as staff need to ensure that they implement the sleep safe guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The outdoor space designated for the afterschool club should be easily accessible and promote daily opportunities for outdoor play. To achieve this they will need to remove the large boat or make the boat safe for children to use as a play resource.

National Care Standards for early education and childcare up to the age of 16
Standard 2 A Safe Environment.

2. The service should undertake a full review of the service changing facilities, resources and policies and practices to ensure they are meeting good infection control practice guidance.

National Care Standards for early education and childcare up to the age of 16
Standard 2 A Safe Environment.

3. The service should ensure that they follow good practice guidance on safe sleeping for young children.

National Care Standards for early education and childcare up to the age of 16
Standard 3 Health and Wellbeing.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We found the staff to be welcoming, friendly and very helpful throughout the inspection. Staff spoke honestly about working in the service and the improvements they had made following the last inspection. Staff told us they had undergone training and demonstrated an increased awareness of good practice guidance for example for safe sleeping and infection control. However not all staff were consistent in their delivery of these. All staff need to ensure that they keep themselves well-informed and implement good practice guidance. As a result we have repeated the recommendation related to this.

We observed staff with the children in all playrooms. We found staff to be interacting well with the children, having a caring approach and meeting their daily needs. We concluded that the staff had positive relationships with the children and families and worked with parents to meet children daily care needs.

To further support staffs development the service should provide staff with opportunities to lead projects to support improvement. Through talking to staff we found staff would value the recognition to implement new initiatives and improve children's experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should keep well-informed and up to date with good practice guidance. They should make better use of reading materials available to them, reflect on their learning and the impact on service and share knowledge and ideas with their colleagues. Areas were they should consider learning more about include:

- infection control
- safe sleeping
- building the ambition - Transition/attachment theory
- nutrition and healthy lifestyles.

National Care Standards for early education and childcare up to the age of 16
Standard 12 Confidence in staff.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Since the last inspection we found the service had made improvements within the service to meet the two requirements that had been made. These requirements included making improvements to the staff supervising children at school collection and that effective systems had been put in place to plan and support the needs of the children with additional support needs. However for seven areas we recommended for improvement we did not find sufficient evidence of improvement, as a result have repeated the seven recommendations.

To ensure the service makes the improvements we have made a recommendation that the service has an improvement plan. The management need to plan and monitor the changes made to ensure they become embedded and improve the quality of service provided. To support the plan all those working in the service need to have a shared vision and consistency in their approach.

To support staff implement improvements the manager needs to identify staffs strength and learning and development needs and provide time, support and good role modelling. The staff team need to feel valued to take on leadership roles to drive forward improvements.

We examined the safer recruitment procedures followed for new employees. We found the records held did not provide accurate, clear information on the safer recruitment procedures followed. We have made a requirement to ensure the service implements safer recruitment procedures.

Requirements

Number of requirements: 1

1. For all new employees employed after 24 January 2017 the provider must ensure that safer recruitment procedures are undertaken to ensure all those working within the service are fit to do so. To achieve this they must follow the Safer Recruitment Through Better Recruitment guidance published by the Care Inspectorate and Scottish Social Service Council in 2016. This includes gaining two references, Protection of Vulnerable Groups and professional register body checks. The provider should ensure they kept evidence of all checks undertaken.

This is in order to comply with Regulations 9 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Recommendations

Number of recommendations: 3

1. The manager should have an effective quality assurance system in place to drive forward the improvements needed to raise the quality of the service provided. To achieve this the service needs to;

- have an improvement plan
- monitor and evaluate the service provided
- measure the impact of changes made

National Care Standards for early education and childcare up to the age of 16

Standard 13 Improving the service

Standard 14 Well-managed service.

2. Staff appraisal/supervisions should be undertaken to identify staffs learning / development needs and plan how best to support these.

National Care Standards for early education and childcare up to the age of 16

Standard 12 Confidence in staff Standard 14 well-managed service.

3. The manager should ensure that they monitor and evaluate staffs practice to ensure they following good practice guidance.

National Care Standards for early education and childcare up to the age of 16

Standard 12 Confidence in staff Standard 14 well-managed service.

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

By 7 March 2016, the provider must be able to demonstrate that the persons responsible for the supervision of children during school collections are fit to do so. They should ensure they have appropriate number of persons are in place for the number of children present and duties to be undertaken.

In order to achieve this you must;

- ensure all those responsible for the supervision of children have underwent safe recruitment checks including P.V.G and for those required are registered with Scottish Social Services Council.
- ensure persons responsible for the supervision of children understand and implement their roles and responsibilities to keep children safe.
- ensure you have appropriate numbers of persons for the number of children and nature of tasks to be undertaken during school collections.

This is to comply with; (The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 4 (1)(a), 9(1), 7(2)(d)

This requirement was made on 7 March 2016.

Action taken on previous requirement

Following the last inspection and the requirement being made the service took appropriate action to ensure that appropriate number of staff were employed to supervise children and that they were aware of their roles and responsibilities. We have made a further requirement on safer recruitment as files checked at inspection were incomplete and not all information confirmed safer recruitment procedures had been followed.

Met - within timescales

Requirement 2

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must ensure that staff supervise children effectively by:

- providing additional help that is appropriate and timely to meet the needs of children
- building a competent picture of events in the nursery by recording all incidents and sharing these records with parents when appropriate
- using the information to implement an effective risk assessments
- improving systems for communication and information sharing between management and staff.

This is to comply with SSI 2011/ 210 Regulation 4(1)(a) - welfare of service users.

Timescale: Four weeks from receipt of this letter.

This requirement was made on 22 November 2016.

Action taken on previous requirement

Following the outcome of a complaint investigation and the requirement being made the service had taken the appropriate action to meet the areas they were required to improve. This included having additional designated staff to help provide the care and support to meet children's needs, record and share all information regarding children care and support with parents and improve communications between staff and management to ensure the service planned and supported how best to meet the needs of children.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service should ensure that they follow good practice guidance on safe sleeping for young children. National Care Standards for early education and childcare up to the age of 16

Standard 3 Health and Wellbeing.

This recommendation was made on 7 March 2016.

Action taken on previous recommendation

We found that the service had cot mattresses that met good practice guidelines. Staff were aware of the 'sleep safe' guidelines. However we found young children to be mostly sleeping in buggies, a very young child was sleeping in a bouncy chair and the cots were used to store items. We have repeated this recommendation as staff need to ensure that they implement the sleep safe guidance.

Recommendation 2

The service should ensure they promote healthy lifestyles and follow good practice guidance for example for nutrition, access to daily active play and fresh air.

National Care Standards for early education and childcare up to the age of 16
Standard 3 Health and Wellbeing.

This recommendation was made on 7 March 2016.

Action taken on previous recommendation

We found that the menus and food offer to children were not following national guidelines for nutrition or promoting health choices. On checking food label we found most food were processed, contained medium/high levels of salt or sugar. We have asked the service to undertake a full review of the foods offered and make significant improvements to ensure they are promoting healthy nutritious foods. The service had improved children access to outdoors increasing children access to fresh air and exercise. We have repeated the part of this recommendation related to nutrition.

Recommendation 3

The outdoor space designated for the afterschool club should be easily accessible and promote daily opportunities for outdoor play.

National Care Standards for early education and childcare up to the age of 16
Standard 2 A Safe Environment.

This recommendation was made on 7 March 2016.

Action taken on previous recommendation

We found the service had removed the bus that was parked in the afterschool outdoor area since the last inspection. However the children and staff told us the large boat in the areas was out of bounce and took up a large area of the outdoor space. Children told us they would like more outdoor space and more time to play outside. As a result we have repeated this recommendation.

Recommendation 4

The service should undertake a full review of the service premises, resources and policies and practices to ensure they are meeting good infection control practice guidance.

National Care Standards for early education and childcare up to the age of 16
Standard 2 A Safe Environment.

This recommendation was made on 7 March 2016.

Action taken on previous recommendation

The service had made some improvements to the infection control measures in place for example nappies stored in sealed boxes, however we still found that the nappy changing facilities were not be maintained following good practice guidance for example should not be used for storage, open laundry bin next to open top bins for general waste. This recommendation has been repeated.

Recommendation 5

Staff appraisal/supervisions should be undertaken to identify staffs learning/development needs and plan how best to support these.

National Care Standards for early education and childcare up to the age of 16

Standard 12 Confidence in staff Standard 14 well-managed service.

This recommendation was made on 7 March 2016.

Action taken on previous recommendation

staff appraisal/supervisions had not been undertaken since the last inspection . We have repeated this recommendation,

Recommendation 6

Staff should keep well-informed and up to date with good practice guidance. They should make better use of reading materials available to them, reflect on their learning and the impact on service and share knowledge and ideas with their colleagues. Areas were they should consider learning more about include:

- infection control
- safe sleeping
- Building the ambition - Transition/attachment theory
- nutrition and healthy lifestyles.

National Care Standards for early education and childcare up to the age of 16

Standard 12 Confidence in staff.

This recommendation was made on 7 March 2016.

Action taken on previous recommendation

Staff informed us they had undertaken some training in relation to these guidance documents, however we did not see staff to be following these consistently or in all areas of the nursery. as a result we have repeated this recommendation.

Recommendation 7

The manager should ensure that they monitor and evaluate staffs practice to ensure they following good practice guidance.

National Care Standards for early education and childcare up to the age of 16

Standard 12 Confidence in staff Standard 14 well-managed service.

This recommendation was made on 7 March 2016.

Action taken on previous recommendation

No monitoring or evaluation had been completed to ensure staff were following good practice guidelines. As a result we have repeated this recommendation.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
14 Jan 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
20 Dec 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Jan 2012	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

Date	Type	Gradings	
3 Jun 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
23 Jul 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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