

## **Tiny Tots Nursery (Inverness)**

### **Day Care of Children**

Gowanbrae  
45 Culloden Road  
Balloch  
Inverness  
IV2 7HQ

Telephone: 01463 791313

Type of inspection: Unannounced  
Inspection completed on: 15 February 2018

**Service provided by:**  
Hann, Carole

**Service provider number:**  
SP2006008736

**Care service number:**  
CS2003008707

## About the service

The Conditions of Registration for Tiny Tots Nursery (Inverness) are to provide a care service to a maximum of 57 children. The age range of the children will be from zero to eight years.

The aims and objectives of the service include: our policy at Tiny Tots is to work in partnership with parents and the community to develop a programme for children's learning that provides, equally for all children, an opportunity to freely express their ideas and enjoy themselves through play.

The service is provided within a dedicated building on two floors. Within the building the children are currently cared for in one of three rooms. Areas provided were deemed suitable to accommodate children of different ages.

Parts of the service had undergone refurbishment following the last inspection. We noted plans are in place to complete the other rooms as finances become available.

Staffing levels meet recommended ratios.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI wellbeing indicators.

This service has been registered since 1 April 2002.

## What people told us

We sent 30 Care Standards Questionnaires (CSQs) to parents/carers of children who attended the service. We received 13 completed questionnaires before the inspection took place. These indicated that parents/carers were very satisfied with the quality of care provided. Comments shared through the returned questionnaires and from speaking to parents/carers during the inspection process included:

- "Leaving my child with a nursery was a scary thought but it is like leaving her with family at Tiny Tots. She is always busy and content in her teachers' care. Great that they are outside a lot."
- "Staff are friendly and I know my son is safe in their care. I get regular updates on progress. I feel his development is coming on well thanks to the interaction he has at nursery."

## Self assessment

In line with Care Inspectorate guidance, the service did not submit an up to date self assessment. We discussed the service's improvement plan during the course of the inspection. This helped signpost the inspector to various areas of development linked to improving outcomes for all the children attending the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The children's physical and emotional wellbeing was promoted by a warm, caring, and very enthusiastic team of staff. The care given was relaxed and the staff had the time and opportunity to play with the children in groups and on a one-to-one basis.

Children were cared for in an unhurried and relaxed way that made children feel nurtured and valued. We noted that staff created opportunities for parents/carers to share information about the children at the start of the session and this informed the staff of current areas of interest or any points to be taken into account on the day. Staff provided children with appropriate reassurance, space, and time for the children to express their wishes. Staff historically worked well with external agencies to ensure children with identified additional needs were appropriately supported. Children had regular access to active play and staff were keen to maximise the use of the outdoor environment. Children regularly had access to the nursery garden.

The staff group focussed on ensuring transition planning for the children remained a priority and links with the various levels were seen as important. The staff were keen to explore how learning journeys could be further improved.

## What the service could do better

Some of the resources supported children's independence, providing them with opportunities to investigate and be creative. We felt children would have benefitted from being further supported to use the resources independently to encourage problem solving, collaboration, and decision-making. Staff should consider introducing a wider range of open-ended resources to support this. The service would benefit from removing the gated partition in the baby room to allow children to access messy and creative play opportunities throughout the session.

Staff were aware of the best practice documents 'Building the Ambition' and 'My World Outdoors'. We also highlighted a recent Care Inspectorate document 'My Creative Journey' linked to the ongoing development of the promotion of expressive art in early years provision. Staff agreed that existing and newly developed documents will continue to be reviewed and the practice further embedded within the service.

We discussed possible areas of development linked to the design and layout of the nursery provision. The staff agreed that there remained further opportunities to develop the way resources were accessed by the children. This was particularly evident in the outside areas (**see recommendation 1**).

# Inspection report

We had previously highlighted areas of practice linked to infection control practice. Whilst we noted areas of improvement we discussed with staff how updated guidance would support continued improvement. Given this finding a further recommendation has been made (**see recommendation 2**).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. The manager and staff to implement plans identified to develop the outdoor provision. This will support children to access resources independently to encourage problem solving, collaboration, and decision-making. Staff should consider introducing a wider range of open-ended resources to support this.

**National Care Standards, Early Education and Childcare Up to the Age of 16 - Standard 5: Quality of Experience - Each child or young person can experience and choose from a balanced range of activities.**

2. The manager and staff continue to promote updated infection control practices throughout the service to reduce the potential for germs to spread reducing the risk of infection.

**National Care Standards, Early Education and Childcare Up to the Age of 16 - Standard 2: A Safe Environment.**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
23 Mar 2016	Unannounced	Care and support
		4 - Good
		Environment
		4 - Good
		Staffing
		4 - Good
		Management and leadership
		4 - Good
16 Dec 2014	Unannounced	Care and support
		4 - Good

Date	Type	Gradings	
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
1 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Aug 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
16 Jun 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.