Tinies Glasgow - Mobile Creche
Day Care of Children

4 Spiersbridge Way
Thornliebank
Glasgow
G46 8NG

Telephone: 0141 465 2650

Type of inspection: Unannounced

Completed on: 15 August 2019

Service provided by: Tinies Glasgow Ltd

Service provider number: SP2010011377

Service no: CS2013314998
About the service

This service registered with the Care Inspectorate on 20 September 2013.

Tinies Glasgow - Mobile Crèche is registered to provide a day care service to children between the ages of birth and 16 years. The maximum number of children to be cared for will be determined by the space and facilities available at each location.

The service is provided by Tinies Glasgow Ltd which also operates a childcare agency. The service is able to operate from a range of venues deemed suitable following a risk assessment. A copy of all the risk assessments must be sent to the Care Inspectorate.

What people told us

Almost all of the children present in the creche were happy and settled. They were busy throughout our visit, playing with the toys and enjoying the company of other children and adults. Staff worked hard to reassure children who were not familiar with the setting.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>4 - Good</td>
</tr>
<tr>
<td>Quality of environment</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>4 - Good</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>not assessed</td>
</tr>
</tbody>
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What the service does well

The creche offered a welcoming, friendly environment for parents and children.

Each of the children had a registration form where parents completed essential information on their child. This included contact details, routines and any medical information. On arrival, staff discussed possible allergies or medication to ensure they had the necessary information and consent in place.

Staff offered reassurance to parents, some of whom were leaving their child for the first time. We saw that they were kind and caring towards the children, engaging with them warmly and supporting them as they settled.

During our visit all of the children enjoyed playing with the resources available and the company of the adults and other children. Adults continually asked them if there was something special they would like
to do and offered alternative toys. They responded to individual children by providing their favourite resources and activities from a previous visit.

The adults present brought differing skills and experience to the creche which was of benefit to the children, as they responded to their different personalities.

There was an enhanced staff ratio in place to support staff and children, as toilets and nappy changing facilities were out with the room. The providers were aware that the nappy changing facilities were not suitable, as they did not offer children privacy and dignity. However, they were limited by the accommodation provided by their client and had been working with them to try to identify alternative, more suitable changing facilities.

Parents brought some children into the creche asleep in prams. Staff were aware of safe sleeping practice and were able to offer alternative arrangements for children to rest. They monitored sleeping children regularly and kept a record.

Parents provided snack for their children which they ate at a table, supervised by staff. We saw that children washed their hands routinely during the creche and had continual access to drinking water.

Staff were aware of their responsibility to safeguard children and accessed child protection training regularly.

What the service could do better

We recognise that the provider is working within the limitations of a range of premises. We would however, ask them to continue to follow their existing protocols and procedures to ensure the suitability of the accommodation for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.
Previous requirements

There are no outstanding requirements.

Previous recommendations

Recommendation 1

The manager should review and improve medication procedures. These should also be shared with parents to ensure the necessary paperwork is in place.

National Care Standards for Early Education and Childcare up to the age of 16: Health and Wellbeing.

This recommendation was made on 25 September 2019.

Action taken on previous recommendation

The provider had reviewed their procedures. During the inspection we saw that they spoke individually to parents regarding their medication policy.

Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>10 Oct 2017</td>
<td>Unannounced</td>
<td>Care and support</td>
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<tr>
<td></td>
<td></td>
<td>Environment</td>
<td>4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
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<tr>
<td>13 Aug 2015</td>
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<td>Environment</td>
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<td></td>
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<td>Staffing</td>
<td>4 - Good</td>
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<td>Management and leadership</td>
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<td>Date</td>
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<tr>
<td>31 Jul 2014</td>
<td>Announced (short notice)</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td></td>
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<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership 3 - Adequate</td>
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