

# Tots R Us Nursery Clydebank Day Care of Children

Unit 15, Simpson Court  
11. South Ave  
Clydebank, West Dunbartonshire  
Glasgow  
G81 2NR

Telephone: 01415 620 056

**Type of inspection:**  
Unannounced

**Completed on:**  
10 March 2022

**Service provided by:**  
Neumann Engineering Ltd

**Service provider number:**  
SP2019013415

**Service no:**  
CS2019377884

## About the service

Tots R Us Clydebank, was registered by the Care Inspectorate on 16 December 2020.

The service is a daycare of children service which is operated by a private provider and can care for up to 50 children at any one time.

No more than 8 are aged under 2 years.

No more than 12 are aged 2 years to under 3 years.

No more than 30 are aged 3 years to those not yet attending primary school full time.

The service is located in a business park in Clydebank, children are cared for in three separate rooms and have access to secure outdoor space to the front and rear of the premises.

## What people told us

This unannounced inspection took place on 4 March 2022 between 10:00 and 13:30. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we issued a digital survey to the manager and asked that this was shared with all parents of children attending the service. We received eight responses from parents. Comments made in response to our questions included "the staff know my daughter very well", "good updates given at the end of the day, very happy with nursery".

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We reviewed the service improvement plan and Key Question 5 self-evaluation for the service which demonstrated priorities for improving outcomes for children.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths taken together clearly outweighed areas for improvement.

The strengths will have a positive impact on children's experiences and outcomes. However, some improvements are needed to maximise wellbeing and ensure that children consistently have experiences and outcomes which are as positive as possible.

We saw children come together for group time, children and staff were sitting and standing together singing songs. Staff encouraged the children to sing and do the actions to 'the wheels on the bus go round and round'. Some children did not engage and wanted to explore their surroundings. Staff should consider children's individual needs when planning play and learning experiences.

There was a delay in lunch arriving which resulted in children becoming unsettled as they were sitting at the table waiting for food to arrive.

When lunch was served children enjoyed a sociable experience, they were happy, relaxed and confident. They sat at tables with red and white table coverings and children were excited about having pizza for lunch. Children experienced warm, caring and positive interactions with staff and we saw children and staff laughing and chatting together. To promote children's independence mealtimes could be further improved by allowing children to be more involved in the planning and preparation process including setting the table and pouring their own water. Staff would benefit from referring to Setting the Table NHS Health Scotland guidance to develop their practice further.

A number of parents told us that they found that staff knew their children well and were sensitive to their needs. They found staff to be respectful, caring, and supportive. Children's personal plans were in place, and these showed that the service had gathered meaningful information about children's wellbeing needs. We found that parents did have input into these plans and one parent told us, "They asked for my thoughts and opinions on anything to do with my son and frequently asked for my input on any situation."

Detailed safeguarding and child protection policies and procedures were in place to help staff keep children safe and protect them from harm. Staff have regular opportunities to discuss safeguarding and child protection concerns to ensure the health, safety and wellbeing of children. Policies and procedures were in place and these included administration of medication, child protection and safe sleeping. The service had infection prevention and control procedures in place to support a safe environment for children and staff. For example, we saw children being supported by staff to understand the need for good hand hygiene, staff were modelling this behaviour throughout the day.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The entrance to the service was accessed through a secured garden area. The service was welcoming, clean, and well maintained and there was plenty of natural light and fresh air.

Children are cared for in three separate rooms. We observed that most children moved around the space available to them freely and with confidence. We saw children access the bathroom independently. To ensure children's safety, staff should improve their communication and monitoring of children leaving the playroom to access the bathroom.

We observed that the baby room offered a comfortable calm environment for the youngest children. Children in the baby room presented as happy and settled and we saw positive and supportive interactions by staff.

There were opportunities for children to play at tables, on the floor, independently or in small groups, we saw some children engaged in imaginative play. To improve the opportunities for meaningful play for all children, staff should consider the range of experiences and resources available which stimulate children's natural curiosity, learning and creativity. To develop practice further staff would benefit from referring to Realising the Ambition: being me.

Children had access to secure outdoor space at the front and back of the setting. Most children were confident being outdoors, while others were supported and encouraged by staff to explore their outdoor environment.

To create an environment which offers developmentally appropriate play opportunities for all children, the setting should consider how their indoor and outdoor environments are structured and take account of children's stages of development and learning. Spaces should reflect children's current interests, curiosities, and needs, with appropriate resources and materials to support and challenge learning. Staff would benefit from referring to Space to Grow - Scottish Government to develop their practice further.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The majority of parents told us staff were 'kind, amazing, friendly, supportive and worked very hard'. Some parents told us that they wanted some more information about key worker changes, as at times they were unsure about who was caring for their children. Through discussion with the management team, we learned that any internal staff moves are planned for with consideration to the impact on children. The management team should now review the best ways of ensuring parents are updated on relevant staffing matters.

Children's wellbeing was nurtured by staff through compassionate and responsive care. One example of this was adapting the settings sleep routine to meet children's individual needs.

Staff told us that they were encouraged to undertake training and development opportunities. Staff could further develop these opportunities by leading on specific childcare practice workstreams.

There were opportunities for staff to undertake qualifications relevant to their roles and engaged in continuous professional learning. Training and development plans should be further developed to include a whole staff team view of training needs across the service.

Staff caring for children were safely recruited and registered with the Scottish Social Services Council. The manager told us that arrangements were in place to deploy staff from their sister nursery to backfill staff absences and turnover. We asked the manager to ensure staff changes were communicated to children and parents.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

We found that the manager was organised, approachable and positively influenced the service. The manager told us a deputy manager had recently been appointed and that they were now recruiting for another senior member of the management team.

These appointments will consolidate the management team and enable stronger monitoring and modelling of childcare practice throughout the service. The management team should now look at their respective roles in relation to quality assurance and staff support across the service.

The service monitoring calendar and improvement plan was underpinned by relevant local and national guidance and legislative frameworks. The manager and staff team should continue to review plans for improvement regularly, outlining points for action, team responsibilities and timescales which are realistic and achievable.

We could see that views of parents, staff and children were sought regularly which supported a culture of continuous improvement.

The majority of parents told us they received regular communication about their children's experience and care in the nursery. One parent said, "notes given daily, frequent updates on dojo, good updates given at the end of the day, very happy with this nursery." The manager should continue to ask parents if the communication strategies used by the service meet their needs.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

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

## Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

### 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).

### Enforcement

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

### Inspection and grading history

This service does not have any prior inspection history or grades.

## 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.