

Cumbernauld & Kilsyth Workplace Nursery & OSC - Seafar Day Care of Children

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Type of inspection:
Unannounced

Completed on:
8 January 2026

Service provided by:
Cumbernauld & Kilsyth Nursery and
Out of School Care Ltd

Service provider number:
SP2003000972

Service no:
CS2003004642

About the service

Cumbernauld & Kilsyth Workplace Nursery & OSC - Seafar is registered to provide a day care of children service to a maximum of 43 children at any one time.

Care is provided from a purpose-built property within the Muirfield Community Centre in Cumbernauld, North Lanarkshire. Children are cared for within three playrooms which have direct access to secure gardens.

The service is close to schools, parks, shops, transport links and other local amenities.

During the inspection, 25 children were attending the nursery across the three playrooms.

About the inspection

This was an unannounced follow up inspection which took place on 7 and 8 January 2026. This follow up inspection focused on the requirements and areas for improvement made during the previous inspection. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with staff and management
- reviewed 11 responses to our electronic questionnaire from parents/carers
- spoke with an additional 5 parent/carers
- observed practice and daily life
- reviewed documents.

Key messages

Children's play experiences are improving, the environment is calmer and more engaging. Developing a consistent approach to planning and recording children's ideas will further support children to have their voices heard.

New security measures have reduced risk. Embedding consistent staff checks will ensure this progress is sustained.

The service has created a new format for personal plans which is welcomed by families. Consistent use and regular reviews will strengthen their impact.

Staffing levels have improved. Mentoring processes continue to be unclear. Development opportunities are varied. Allowing staff to identify their own training needs and interests, along with time for reflection, will maximise benefits.

Communication has improved, but greater transparency is needed to build trust and confidence. The service is entering a period of significant change. This must be well planned and clearly communicated to minimise any negative impact on children.

Quality assurance audits are in place. Analysing patterns and linking actions to outcomes will make improvements more meaningful.

Children's opportunities to lead their own learning is increasing. Reducing unnecessary restrictions, and allowing flexibility around 'rules' will allow children to lead their play more freely.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

Children thrive and develop in quality spaces	3 - Satisfactory / Adequate
Children play and learn	2 - Weak

Further details on the particular areas inspected are provided at the end of this report.

Quality indicator: Children experience high quality spaces

We previously evaluated practice for this quality indicator under Key Question 2, 'How good is our setting? Quality indicator 2.2: Children experience high quality facilities.' We evaluated practice as adequate.

This follow up evaluated progress on requirements and areas for improvement from the June 2025 inspection. Given the progress and remaining variability in monitoring, the evaluation for this quality indicator is unchanged where strengths just outweighed the weaknesses.

The environment provided a calm and welcoming atmosphere that supported children's wellbeing and engagement. Playrooms were organised with clearly designated spaces. Environmental print and a wide selection of books enriched literacy opportunities and encouraged language development. Natural light and soft lighting created a warm, calm feel, while outdoor areas offered stimulating opportunities for physical play and exploration.

Security improvements, including raising the exit button, fitting higher door handles and introducing check-in/out boards strengthened safety. Monitoring practices require further development to ensure consistency across all staff. Headcount checks, handwashing supervision and environmental adjustments such as noise reduction need to be routinely reviewed and reinforced. Embedding structured monitoring and reflective analysis will help identify gaps promptly and maintain safety and infection control.

During the inspection in June 25, this formed part of a requirement. As some aspects of the requirement have been met, this will now become an area for improvement and will be reviewed during the next inspection visit.

(See area for improvement 1).

Areas for improvement

1.

To ensure children receive high quality care and support, the provider should continue to develop quality assurance processes.

This should include, but not be limited to: embedding structured monitoring and reflective analysis.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

Children play and learn 2 - Weak

Quality indicator: Playing, learning and developing

We previously evaluated practice for this quality indicator under Key Question 1, 'How good is our care, play and learning? Quality indicator 1.3: Play and learning.' We evaluated practice as weak.

This follow up inspection evaluated progress on requirements and areas for improvement from the June 2025 inspection. Whilst evaluations were not changed, we reported on progress and added areas for improvement to support continued development.

Children's experiences showed encouraging signs of improvement. Staff knew children well and sensitively tailored activities to individual interests, helping children feel understood and engaged.

Planning practices were developing and often responsive to children's cues; however, consistency varied and recording of children's ideas was not yet routine. Children generally led their play, though some 'rules' occasionally limited choice, particularly for outdoor and messy play.

Staff referenced current guidance and initiatives such as realising the ambition, play on pedals and forest schools. They remained keen to embed these, however restrictions such as risk assessment processes hindered their autonomy to respond to these. Continued support to strengthen approaches to planning in a proportionate, child led way would help secure consistent quality and playful learning for all children.

During the inspection in June 25, this formed part of a requirement. As some aspects of the requirement have been met, this will now become an area for improvement and will be reviewed during the next inspection visit.

(See area for improvement 1).

Areas for improvement

1.

To ensure children receive care and support that is right for them, the provider should embed consistent, proportionate, child-led planning. This should capture children's ideas and include regular opportunities to explore the wider community.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state:

"I am confident that people are encouraged to be innovative in the way they support and care for me" (HSCS 4.25).

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

Requirements

Requirement 1

By 30 September 2025, the provider must uphold children's needs, rights and wishes, and offer a wide range of play experiences. These experiences need to be challenging, engaging and inviting and should directly support children's learning and development. This approach ensures children's learning is relevant, personalised and suitably challenging for their current stage. This should include, but not be limited to:

- a) A consistent approach to planning to include children's personal targets.
- b) Play opportunities which allow children to lead and develop their own learning.
- c) Use of current theory and best practice to develop high quality play and learning experiences.
- d) An environment rich in learning opportunities including those to develop language, literacy and numeracy.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My care and support meets my needs and is right for me" (HSCS 1.19).

This requirement was made on 18 June 2025.

Action taken on previous requirement

Staff demonstrated strong knowledge of individual children and planned experiences, that reflected their needs and interests. Playrooms were calm, organised and enriched with designated spaces. This along with environmental print, created a stimulating play space.

Current theory and best practice were evident in room design and referenced by staff. While children could lead play, 'rules' sometimes restricted choice, reducing flexibility.

Best practice initiatives such as realising the ambition and forest schools were acknowledged but not fully embedded, due to staffing and risk assessment constraints.

Overall, progress was evident. Continued focus is required to strengthen planning, reduce unnecessary restrictions and fully implement best practice approaches to ensure positive and consistent child-led learning experiences.

This requirement has been met. An area for improvement will be added to support ongoing development.

Met - within timescales

Requirement 2

By 31 October 2025, the provider must ensure children are safe and secure within the setting. Security measures must be reviewed to ensure that children cannot leave the setting unaccompanied by an adult.

This is to comply with Regulation 10(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My environment is secure and safe" (HSCS 5.19).

This requirement was made on 18 June 2025.

Action taken on previous requirement

Security measures had improved significantly since the last inspection. The exit button had been raised and fitted with a protective cover to prevent children from accessing it independently. While management reported that some parents still lifted children to press the button, this was not observed during the inspection. This indicated that the risk had been reduced and practice was improving.

Additional measures were introduced to strengthen accountability. A check-in and check-out system was in place, supported by a visible attendance list and recorded numbers. These steps demonstrated a proactive approach to monitoring children's whereabouts. However, consistency in applying these measures remained essential. All staff needed to take responsibility for updating records promptly and accurately.

Leadership should continue reinforcing this expectation through reminders and spot checks, to ensure the process becomes embedded across the team. Continuing to improve these processes would further enhance safety and security. This would help children remain accounted for at all times and support their wellbeing.

This requirement has been met and an area for improvement will be added to support ongoing development of monitoring practices.

Met - within timescales

Requirement 3

By 31 December 2025, the provider must ensure all concerns including complaints received directly by the service, child protection matters and notifiable injuries are fully and accurately recorded and tracked. The service must consistently notify the Care Inspectorate of all notifiable events as required.

This is to comply with Regulation 4 and Regulation 19 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

"I use a service and organisation that are well led and managed" (HSCS 4.23).

This requirement was made on 18 June 2025.

Action taken on previous requirement

There is an ongoing complaint that is being investigated. This requirement will be reviewed once investigations are complete. This will be included in the next inspection report.

Not assessed at this inspection

Requirement 4

By 31 August 2025, the provider must ensure that at all times suitably qualified and competent staff are working in sufficient numbers appropriate for the health, welfare, safety and development needs of all children in their care. This must include providing appropriate and relevant training to ensure staff maintain and enhance their competence to deliver safe, high-quality, person-centred care.

This is in order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

This is in order to comply with section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

"My needs are met by the right number of people" (HSCS 3.15).

This requirement was made on 18 June 2025.

Action taken on previous requirement

Staffing levels had improved with more qualified practitioners joining the team, which strengthened knowledge and practice across the service. Several staff were newly qualified or modern apprentices, bringing enthusiasm and fresh ideas. This mix supported workforce development but also required experienced practitioners to provide mentoring and guidance. While this added responsibility created extra demands, the team worked collaboratively to maintain quality, ensuring children continued to experience stable routines and positive learning opportunities.

Staff had accessed a wide range of training opportunities since the last inspection. The impact on outcomes for children was not yet clear, as there had been limited time to embed learning into practice. We

encouraged management to support staff to identify individual learning needs and areas of interest. This would build a breadth of skills across the service. As these skills develop and are embedded, children will benefit from richer experiences and more responsive, high-quality interactions.

Roles and responsibilities were not clearly defined across the setting. These should be developed to ensure clear and respected boundaries across roles. The service should develop structured plans for mentoring and supporting new and inexperienced staff, ensuring time allocated for this purpose. Effective use of the National Induction Resource (NIR) would provide consistency and structure to the process. Applying this resource across the whole team would help ensure knowledge and practice remained current. These improvements will enable staff to work confidently and consistently, helping to ensure children experience quality care and learning opportunities.

This requirement has been met.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure children's individual needs are consistently met, personal plans needed to be reviewed. This should include, but not be limited to:

- personal plans setting out children's current needs and how they will be met
- all staff being aware of and understanding the information within the personal plans and using this to effectively meet each child's needs
- personal plans regularly reviewed and updated in partnership with parents to reflect children's current and emerging needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My personal plan (sometimes referred to as a care plan) is right for right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

This area for improvement was made on 18 June 2025.

Action taken since then

Staff demonstrated confidence in their knowledge and understanding of individual children. The new personal plan format had been well received by parents, with one parent commenting that it asked all the right questions. This approach was in the early stages of implementation and had not yet been fully embedded across the service.

While the impact on outcomes for children could not yet be measured, the introduction of these plans represented a positive step forward. Continued focus on embedding this process into daily practice would ensure consistency and effectiveness.

When fully implemented and regularly reviewed, personal plans will support tailored care and learning, helping children feel understood, included and able to thrive.

This area for improvement has not been met and will be continued.

Previous area for improvement 2

To ensure children's wellbeing, the provider should continue to develop a consistently inclusive and supportive culture that ensures all children, families, and staff feel fully valued, respected, and empowered. This includes but is not limited to:

- strengthening leadership approaches to actively promote and embed practices
- encourage open communication
- ensure all voices are heard
- empower staff to confidently promote and implement positive change within the service.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I use a service and organisation that are well led and managed" (HSCS 4.23)

This area for improvement was made on 18 June 2025.

Action taken since then

Parents reported that they generally felt listened to and that communication from the setting was usually good. Some parents expressed concern about sudden staffing changes, which left them anxious about who was caring for their child. They felt they were not informed of the changes or the reasons behind them. This lack of communication unsettled some children. Staff shared similar concerns, noting that changes were made without consultation.

The service was not yet using the current quality improvement framework for the early learning and childcare sectors: early learning and childcare (September 2025). An audit that was completed in January 2026 referred to the previous framework. Updating practice to incorporate the current framework and guidance will strengthen improvement planning and monitoring.

Significant changes were planned, and time was needed to embed a positive ethos and culture that promotes transparency and trust. Time will also be necessary for staff to build relationships with the new

head of centre to support stability and leadership consistency.

Improved communication and a positive culture will reduce anxiety, promote continuity of care, and ensure children experience secure, nurturing relationships and consistent learning opportunities.

This area for improvement has not been met and will be continued.

Previous area for improvement 3

To support children's wellbeing, learning and development, the provider should review the pace of the day to ensure they meet children's needs. This should include, but is not limited to daily routines, opportunities for play, children's choices and high quality interactions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected" (HSCS 1.23) and

"As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity" (HSCS 2.27).

This area for improvement was made on 2 October 2024.

Action taken since then

The pace of the day had been reviewed and improved since the previous inspection. Children's play was less frequently interrupted, and routines were more flexible to accommodate individual needs. Staff allowed children to complete activities at their own pace and responded sensitively to cues, ensuring transitions were calm and well-managed. Staff interactions were observed to be nurturing and supportive, with practitioners engaging in meaningful conversations to extend learning. These changes created a more relaxed atmosphere, enabling children to feel secure and enjoy uninterrupted, high-quality play and learning experiences.

This area for improvement has been met.

Previous area for improvement 4

To ensure children receive high quality care and support, the provider should develop robust quality assurance processes. This should include, but not be limited to, audits of accidents and incidents, reviewing daily routines and developing approaches to self-evaluation.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19), and

"I experience high quality care and support because people have the necessary information and resources" (HCSC 4.27).

This area for improvement was made on 2 October 2024.

Action taken since then

Children benefited from safer environments and improved routines that supported calm transitions. Quality assurance processes had strengthened since the last inspection. Regular audits of accidents and incidents were completed monthly, and records were maintained accurately. Reflection on the analysis of accidents and incidents was required to identify patterns and inform preventative strategies. For example, staff needed to review recurring incidents in specific areas and consider how practice or supervision could reduce risks.

Embedding analysis and reflective practice will help ensure children experience consistent standards of safety, care and wellbeing.

This area for improvement has been met.

Previous area for improvement 5

To support children's care and wellbeing, the provider should improve staff deployment to meet the needs of children. This should include, but is not limited to, busier times of the day such as mealtimes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My needs are met by the right number of people" (HSCS 3.15) and

"My care and support is consistent and stable because people work together well" (HSCS 3.19).

This area for improvement was made on 2 October 2024.

Action taken since then

During the follow-up inspection, staff coordinated lunch cover and transitions more effectively and maintained calm routines. Ongoing rota planning should ensure an experienced presence is available during transitions, free-flow outdoor play and mealtimes. Clear responsibilities for counting children, supervising handwashing and narrating routines to maintain engagement. Pairing less-experienced colleagues with a mentor at peak times would help sustain quality interactions and continuity of care.

This area for improvement has been met.

Complaints

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

Detailed evaluations

Children thrive and develop in quality spaces	3 - Satisfactory / Adequate
Children experience high quality spaces	3 - Satisfactory / Adequate
Children play and learn	2 - Weak
Playing, learning and developing	2 - Weak

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