

St. Roch's Childcare (Charles Street) Day Care of Children

Rosemount Workspace Development
Unit W14
141 Charles Street
Glasgow
G21 2QA

Telephone: 01415 643 020

Type of inspection:
Unannounced

Completed on:
25 February 2026

Service provided by:
St. Roch's Childcare Service

Service provider number:
SP2003001291

Service no:
CS2007166791

About the service

St. Roch's Childcare (Charles Street) is provided by St. Roch's Childcare Service. It is registered as a daycare of children service.

To provide a care service in the nursery to a maximum of 64 children:

- Up to 17 children aged 0 - under 2 years.
- Up to 15 children aged 2 - under 3 years. Or up to 13 children aged 2 - under 3 years of whom 4 may be aged between 1 year 10 months and 2 years.
- Up to 32 children aged 3 years to those not yet attending primary school. Or up to 31 children aged 3 years to those not yet attending primary school of whom 4 may be aged between 2 years 10 months and 3 years.
- To provide a creche service to a maximum of 20 children aged from 0 years to 16 years, 5 school aged children.

The service is based within the community of Royston, Glasgow. There are local parks and amenities within walking distance of the service.

Children are cared for in playrooms according to their age and stage of development. Children have access to an enclosed outdoor garden. On the first day of our inspection, there were 36 children attending the service.

About the inspection

This was an unannounced follow-up inspection which took place on Wednesday 25 February 2026 between 09:30 and 17:00. Feedback was provided to the service on the same day.

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 throughout the inspection year.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with staff and the senior leadership team
- observed practice and daily life
- reviewed documents.

Key messages

- Significant improvements had been made to the environment with cleaner, safer and better maintained spaces now supporting children's health, comfort and wellbeing.
- Personal plans were detailed, collaborative and consistently implemented, enabling staff to deliver responsive, individualised care informed by clear strategies and up-to-date information.
- Monitoring, auditing and quality assurance processes had strengthened, with more consistent staff practice, developing supervision and increased leadership involvement contributing to sustained and continuous improvement.

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

Requirements

Requirement 1

By 30 November 2025, the provider must ensure each child has a personal plan that supports delivery of their care and development.

To do this, the provider must, at a minimum, ensure that personal plans:

- Are developed in consultation with the children and their parents/carers.
- Clearly set out how children's health, welfare and safety needs will be met.
- Are individualised, taking into account children's preferences, strengths, routines and support networks.

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) which requires providers to make proper provision for the health, welfare and safety of service users.

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 me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

This requirement was made on 6 October 2025.

Action taken on previous requirement

Personal plans were created in consultation with parents/carers and, where appropriate, the children themselves. Each plan was highly detailed and included comprehensive information on the child's likes, dislikes, routines and medical needs. Dedicated sections titled What Matters to Me as a Parent and What Matters to Me as a Child were included within each plan, ensuring the priorities, values and expectations of both the family and the child were clearly understood and reflected in daily practice.

All plans were linked to the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible and included) wellbeing indicators, with specific strategies recorded to support the child's health, welfare and development. These strategies were regularly evaluated, and consistent implementation was observed in practice. In addition, each child had a one-sheet profile that provided at-a-glance key information, supporting all staff, including temporary or relief staff, to deliver personalised, responsive and consistent care.

Met - within timescales

Requirement 2

By 30 November 2025, the provider must ensure children experience an environment that is well-maintained, clean and safe.

- (a) There should be suitable ventilation in the toilets and changing spaces for children.
- (b) There should be adequate handwashing facilities within the 2-3 playroom.
- (c) The service should be clean and have a clear schedule of cleaning.
- (d) Broken or damaged equipment should be repaired.
- (e) The climbing frame should be positioned safely.

This is to comply with Regulation 4(1)(a) and (d) and 10(2)(b) and (d) 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: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.24).

This requirement was made on 6 October 2025.

Action taken on previous requirement

The environment had been significantly improved to ensure it was well-maintained, clean and safe for children. Toilets and changing areas were observed to be much fresher, with extractor fans and ventilation units replaced to provide effective airflow. Although it was not possible to install handwashing sinks directly in the 2–3 playroom, new sink units with wipe-clean splashbacks have been fitted in the 3–5 room. These included three child-height sinks that children from the 2–3 room were easily and safely accessing, supporting consistent handwashing practice.

The overall cleanliness of the service had greatly improved with the environment looking much cleaner and more aesthetically pleasing. A new cleaner has been employed since December 2026 and initially worked weekends alongside the previous cleaner to ensure continuity. The cleaner provides 28 hours of cleaning across evenings and weekends and follows a clear cleaning schedule. Staff also complete their own room and toilet cleaning routines, ensuring responsibility is shared and standards were consistently maintained throughout the week.

Maintenance issues had been addressed with some repairs still in progress. A toilet issue in the 3–5 area was reported on 10 February 2026 and maintenance attended on 13 February 2026 identifying a cracked toilet pan that had since been ordered and is expected this week. Toilet cistern lids remained loose and required securing, and some trimming around worktops also needs re-fixing. It has been noted that maintenance records were currently not robust, as jobs were not always dated or marked as completed, and

the broken toilet was not recorded. Improvements will be required to ensure maintenance logs are accurate, timely and trackable.

The climbing frame that previously posed a safety concern had been fully removed from the environment, ensuring children were not exposed to unnecessary risk while safer alternatives were considered.

Met - within timescales

Requirement 3

By 31 December 2025, the provider must ensure that monitoring and quality assurance systems are effective and led well by:

- (a) Aligning improvement plans with current service needs.
- (b) Implementing effective supervision and monitoring of staff practice and the service as a whole.

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) which requires providers to make proper provision for the health, welfare and safety of service users.

This is 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 requirement was made on 6 October 2025.

Action taken on previous requirement

The provider had continued to strengthen monitoring and quality assurance processes and there was clear evidence of improvement. Although, some monitoring was still being carried out using older frameworks and documentation, the systems in place were functioning effectively and supporting a clearer overview of the service. Improvement plans were being used, though further work was required to fully align these with the current needs and priorities of the service.

Monitoring of staff practice was observed to be effective, and early stages of a more structured supervision process were now in place. While supervision was still developing, there was already improved staff engagement and greater consistency in practice. Core quality assurance tasks such as auditing personal plans, first aid records and accident forms were more robust and meaningful. These audits were happening more regularly, with actions followed up in a more systematic way.

Responsibility for auditing was increasingly shared across the staff team. Team leaders had become more confident and competent in auditing personal plans, contributing to a more collaborative and accountable approach to quality assurance. Overall, these improvements showed positive progress toward embedding effective monitoring processes, stronger leadership oversight and a culture of continuous improvement across the service.

This requirement had not been met and we have agreed an extension until 30 June 2026.

Not met

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 support children's health and wellbeing, the provider should ensure that staff are supported to develop their skills and confidence. This should include but is not limited to, supporting staff to recognise and respond to children's emotional needs and behaviours in a way that promotes inclusion, wellbeing and rights-based practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child or young person I feel valued, loved and secure" (HSCS 3.10).

This area for improvement was made on 6 October 2025.

Action taken since then

The provider had strengthened staff knowledge and skills through targeted training. Staff had completed training in personal planning, meaningful observations and Nurturing My Potential, helping them to implement children's plans confidently and respond in a nurturing and consistent way. In addition, core training such as first aid and child protection has been carried out to ensure staff have the essential knowledge required to safeguard and care for children safely.

This area for improvement has been met.

Previous area for improvement 2

The provider should ensure children are kept safe and first aid treatment is appropriate. To do this, the provider, at a minimum, should ensure that all staff have the necessary training, skills and knowledge to respond to accidents and incidents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

This area for improvement was made on 6 October 2025.

Action taken since then

The provider had taken steps to ensure that children were kept safe, and that first aid treatment was appropriate. All staff had completed the necessary first aid training, giving them the skills and knowledge required to respond confidently and effectively to accidents and incidents. Accident forms sampled were detailed, clear and appropriately completed, with all reports signed by parents to ensure transparent communication. In addition, a robust accident auditing system was observed in practice, allowing the provider to identify patterns, address emerging risks and take preventative action. These improvements demonstrated a stronger and more consistent approach to ensuring children's safety and wellbeing.

This area for improvement has been met.

Previous area for improvement 3

To ensure that children progress within their play and learning, the provider should ensure that children can choose from a range of stimulating play resources. This should include but is not limited to toys and materials that support children's literacy, numeracy and digital learning.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling" (HSCS 1.30).

This area for improvement was made on 6 October 2025.

Action taken since then

To support children's progress in their play and learning, the provider had significantly improved the range and quality of resources available across the playrooms. There had been substantial investment in resources, materials and learning experiences that stimulate children's curiosity, promote challenge and encourage deeper engagement. Children were now able to choose from a wider selection of high-quality, open-ended resources to support children's curiosity and imagination. Priority should be given to developing digital learning. Overall, children were observed to be much more engaged in their play with playrooms feeling noticeably calmer and more purposeful. Staff interactions had also improved with adults being more able to join children's play meaningfully and extend their learning. These positive changes demonstrated clear progress in creating an environment that supported children's interests, encouraged independence and promoted ongoing learning and development.

This area for improvement has been met.

Previous area for improvement 4

The provider should improve consistency across the staff team to support the health and wellbeing of children. This should include but not be limited to ensuring that there are enough staff to meet the needs of children, that staff have the right skills and knowledge to care for children and meet their individual needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am supported and cared for by people I know so that I experience consistency and continuity" (HSCS 4.16).

This area for improvement was made on 6 October 2025.

Action taken since then

The provider had taken steps to improve consistency across the staff team to ensure children's health and wellbeing needs were fully supported. Rotas from the last four weeks were sampled and showed that there were consistently enough staff in place to meet the needs of the children. Staff also told us that there were always enough adults available to support routines, supervise children safely and respond to their individual needs. Staffing deployment was planned carefully each day to ensure continuity and stable relationships for children.

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

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