

University of Dundee Nursery Day Care of Children

DUSA Building
University of Dundee
Balfour Street
Dundee
DD1 4HN

Telephone: 01382 345 188

Type of inspection:
Unannounced

Completed on:
4 March 2026

Service provided by:
University of Dundee Nursery

Service provider number:
SP2003000108

Service no:
CS2003000697

About the service

University of Dundee Nursery provides a daycare of children service in Dundee.

The service is registered to provide care to a maximum of 129 children at the following locations.

For the premises at DUSA Building, Balfour Street, Dundee the following conditions will apply:

- a) The care service will be provided to a maximum of 40 children
- b) The age range of the children will be from 2 years to those not yet attending primary school
- c) The maximum number of children aged 2 to under 3 years will be 10.

For the premises at 8-10 Airlie Place, Dundee the following conditions will apply:

- a) The care service will be provided to a maximum of 89 children
- b) The age range of the children will be from birth to those not yet attending primary school.

The service is located on the University of Dundee campus and is close to local shops, parks, and the city centre. The nursery is currently being provided from the Airlie Place setting. It currently consists of one main playroom and toilet facilities on the ground floor. There is a kitchen, an office and a safe and secure outdoor play area for children to access.

About the inspection

This was an unannounced follow-up inspection which took place on 4 March 2026 between 09:15 and 14:45. Feedback was shared during this visit. 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 the management team
- observed practice and daily life
- reviewed documents.

During this follow-up inspection and a recent improvement support visit, we assessed that children's outcomes and experiences had improved under the following headings and quality indicators:

- Leadership: Leadership and management of staff and resources
- Leadership: Staff skills, knowledge, values and deployment
- Children thrive and develop in quality spaces: Children experience high quality spaces
- Children play and learn: Playing, learning and developing.

In recognition of this improvement, we have changed the evaluations for these quality indicators. More information can be found under each heading in this report.

Key messages

- We assessed progress made to meet the requirement and areas for improvement during the follow up inspection. We found that the required improvements had been met.
- The service had developed their approach to quality assurance and self-evaluation and this was now having a positive impact on staff practice and outcomes and experiences for children.
- The indoor and outdoor environments were now warm, welcoming and inviting for children and families. A range of resources supported children to become engaged in play which encouraged progression and achievement.
- Observations of children's play clearly identified specific learning and identified meaningful next steps which were regularly reviewed to show progression being made.

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

Leadership	3 - Satisfactory / Adequate
Children thrive and develop in quality spaces	4 - Good
Children play and learn	4 - Good

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

Leadership 3 - Satisfactory / Adequate

Leadership and management of staff and resources

We previously evaluated practice for this quality indicator under Key Question 3, 'How good is our leadership? Quality indicator 3.1: Quality assurance and improvement are led well.' We evaluated practice as weak.

The requirement made at the previous inspection has been met. The service are continuing to make positive changes that promote positive outcomes for children and families.

Based on our findings, we evaluated this quality indicator as satisfactory/adequate, where strengths just outweighed the weaknesses.

Staff skills, knowledge, values and deployment

We previously evaluated practice for this quality indicator under Key Question 4, 'How good is our staff team? Quality indicator 4.3: Staff deployment.' We evaluated practice as adequate.

The area for improvement made at the previous inspection has been met. The service had made significant improvements which were embedded into practice. These improvements had improved the quality of experiences and outcomes for children.

Based on our findings, we evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Children thrive and develop in quality spaces 4 - Good

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.

The area for improvement made at the previous inspection has been met. The service are continuing to make positive changes that ensure safe environments and promote positive outcomes for children and families.

Based on our findings, we evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Children play and learn 4 - Good

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: Children's play and learning.' We evaluated practice as adequate.

The area for improvement made at the previous inspection has been met. The service are continuing to make positive changes that ensure children can progress and achieve. This is promoting positive experiences and outcomes for children.

Based on our findings, we evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

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

Requirements

Requirement 1

By 28 November 2025, the provider must ensure that the approach to quality assurance is developed to keep children safe from harm, improve outcomes for children and support ongoing improvement within the service.

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

- a) child protection policy is followed, and all referrals are made to relevant agencies when a concern is raised
- b) all required notifications are submitted to the Care Inspectorate
- c) policies, including medication and whistleblowing, are reviewed and updated to reflect current guidance and include the safe storage of medication
- d) safer recruitment guidance is followed and evidenced, and staff are well supported through effective induction programmes
- e) effective and well managed quality assurance and self-evaluation process including monitoring of practice and audits, are in place to support on going improvement and to keep children safe from harm.

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 Health and Social Care Standards (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20); and

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

This requirement was made on 18 September 2025.

Action taken on previous requirement

The service were now following their child protection policy and were making referrals to relevant agencies when required. The service were now using a flow chart to support this process. This was having a positive impact on outcomes for children.

The service were now ensuring that all notifications were being submitted to the Care Inspectorate in line with current guidance.

Management have reviewed and updated policies to reflect the practice within the service and also to reflect current guidance. These have been shared with the staff team to develop their knowledge. Policies have also been used to support auditing processes and improve management of medication.

Management had reviewed all staff files to include a detailed recruitment checklist which included all relevant recruitment dates and registration numbers. Staff had been well supported since the last inspection and had developed their knowledge and skills through a variety of training. This was impacting positively on staff practice and experiences for children.

The service had developed their approach to quality assurance and self-evaluation. Regular auditing and monitoring was now taking place by staff and management. Quality assurance systems were supporting with reflective practice throughout the staff team. Auditing systems were helping management to identify where staff skills could be improved to support children's experiences.

Honest and reflective quality assurance systems were now beginning to support the whole staff team to improve outcomes and experiences for children.

The service's improvement plan was being progressed and meaningfully evaluated to identify the impact that improvements were having on staff practice, environments and children's experiences.

Children and families were beginning to be more involved in the service's approach to quality assurance.

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 continue to progress in their learning, the manager should ensure that children's next steps are meaningful, clear, and reviewed regularly.

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 area for improvement was made on 18 September 2025.

Action taken since then

Staff are now identifying and recording meaningful and developmentally appropriate next steps for each child. These were being tracked and reviewed regularly and staff were recording when children had achieved them. Progress being made towards children's next steps were also being recorded and dated which supported progression. There was now an effective system in place that supported staff to ensure children achieved next steps. This system had improved play and learning experiences for children.

This area for improvement has been met.

Previous area for improvement 2

To ensure the service are managing risks effectively, and providing a safe environment for children, management should further develop their risk assessment documents to include all areas of the service and all potential risks.

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 area for improvement was made on 18 September 2025.

Action taken since then

The service were now providing a safe environment for children to learn both indoors and outdoors. Potential risks had been assessed and removed to provide a safe outdoor play space for children. Risk assessments were audited and management were currently reviewing them to further develop them. Individual risk assessments were in place for different areas of the service and individual children. Staff now had a good awareness of potential risks and how to keep children safe.

The indoor environment had been thoughtfully re-developed through consultation with children and families to provide a quality learning space for children.

This area for improvement has been met.

Previous area for improvement 3

To promote consistently positive experiences for all children, the provider should support the management team to effectively review the deployment of staff responsively across the day. Staffing arrangements should be well planned to ensure that children can regularly access outdoor spaces, have a range of experiences across the day and have all personal care needs met.

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 is consistent and stable because people work together well' (HSCS 3.19).

This area for improvement was made on 18 September 2025.

Action taken since then

Now that there is only one room, staff deployment was being well managed and was responsive to the needs of children across the day.

Staff were allocated quality time out of the room to complete observations, training and other tasks.

Children had a range of experiences across the day including outdoor play and they were supported with personal care.

The deployment of staff was now supporting the quality of children's sleep as this had been reviewed and children now accessed another room which allowed other children to continue with quality play experiences.

These improvements have promoted positive experiences and outcomes for children.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

Leadership	3 - Satisfactory / Adequate
Leadership and management of staff and resources	3 - Satisfactory / Adequate
Staff skills, knowledge, values and deployment	4 - Good
Children thrive and develop in quality spaces	4 - Good
Children experience high quality spaces	4 - Good
Children play and learn	4 - Good
Playing, learning and developing	4 - Good

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