

# Alltots Nursery Day Care of Children

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Glasgow  
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**Type of inspection:**  
Unannounced

**Completed on:**  
7 June 2024

**Service provided by:**  
Alltots Ltd

**Service provider number:**  
SP2008009831

**Service no:**  
CS2008177658

## About the service

Alltots nursery is a private nursery provided by Alltots Ltd. The nursery is registered to provide a care service to 9 children under 2 years, 20 children aged 2 to under 3 years and 24 children aged 3 to those not attending primary school.

The service is located in the west of Glasgow close to local amenities such as shops, parks and schools. Children were cared for in three playrooms and had access to three large outdoor areas.

## About the inspection

This was an unannounced inspection which took place on Thursday 6 and Friday 7 June 2024. 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
- observed practice and daily life
- reviewed documents
- received electronic feedback from 11 parents/carers.

**Key messages**

- Children were happy, confident and settled in the service.
- The setting was comfortable, spacious and stimulating for children.
- To prevent the potential spread of infection the service should review access to handwashing facilities within the baby room.
- Children benefitted from a skilled staff team who worked well together.
- Staff had positive relationships with children and families.
- To ensure children are supported to develop and learn, management should review staff deployment within the baby room.
- The manager was friendly, visible and approachable, which strengthened relationships with families.

**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

|  |               |
|--|---------------|
| How good is our care, play and learning? | 5 - Very Good |
| How good is our setting?                 | 4 - Good      |
| How good is our leadership?              | 5 - Very Good |
| How good is our staff team?              | 4 - Good      |

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

## How good is our care, play and learning?

5 - Very Good

We evaluated this key question as very good, where significant strengths supported positive outcomes for children.

### Quality indicator 1.1: Nurturing care and support

Staff were warm, kind and nurturing in their approach with children. Children were confident and happy within the setting. Staff knew children well and were attentive to their needs. One parent commented, 'The staff are very knowledgeable and also know my child really well'. This contributed to the positive relationships children had with staff and supported them to feel respected and valued.

Mealtimes were a relaxed and unhurried experience for children. There were opportunities for self-serving for older children, which could be extended to allow children to further develop their independence and responsibility. We discussed with management the importance of staff sitting with children throughout meals to encourage a sociable experience and ensure children were safe.

Personal plans were in place for all children, which helped to support their wellbeing. These were created in partnership with parents, which helped to promote continuity of care for children. Relevant information was included in the plans to enable staff to meet children's individual needs. Most plans were regularly reviewed and updated with parents to ensure children were receiving care which met their current needs. One parent commented, 'I am regularly contacted by my child's key worker to ask what my current priorities are for my child so this can be included in their routine and plan in the nursery. I've found this approach child centred and considerate of home life.'

Children's personal care needs were met in a way that respected their privacy and dignity. Safe sleep practice was followed and was responsive to children's individual needs.

Staff told us that one of their strengths were the positive relationships they had with children and families. We agreed and observed families being warmly welcomed into the setting. Families were invited into the service to take part in various activities including coffee mornings and stay and play sessions. One parent commented, 'There are regular parent's nights and we are asked regularly for feedback and to take part in activities and stay and play sessions.' This helped maintain positive relationships and gave families a sense of belonging in the setting.

### Quality indicator 1.3: Play and learning

We observed children having fun and being fully engaged in their play and learning. Children experienced a balance of spontaneous and planned activities and had opportunities to lead their own play and learning. We saw that children had access to a range of resources, which promoted their curiosity, imagination and problem-solving skills. For example, mirrors for drawing self-portraits, block play and role play resources.

The play experiences offered to children provided opportunities to develop numeracy, literacy and language skills. For example, children explored colours outside and counted blocks indoors. We discussed with management that children should have access to more messy and sensory based activities such as sand, water and malleable resources. Opportunities to develop numeracy and literacy skills were promoted through daily experiences, including children finding their own names on their place settings at snack and counting the number of items they took for their plate.

Children had access to large, spacious outdoor areas. Outdoor play areas offered opportunities for risky and challenging play, and children made good use of all the space in the outdoor areas. One parent commented, 'There is plenty of outdoor space with each garden offering different activities.' Children were confident in leading their own play outdoors and were fully engaged in play. For example, playing hide and seek and creating positions with mud and grass.

Planning for children was based on their interests and discussions with parents and staff used observations to establish children's interests and individual learning needs. One parent commented, 'Staff fully engage with parents in relation to next steps. They provide me with activities in relation to the next steps for my child. It feels like an extension to my family.' Observations of children's experiences were shared with parents online, which meant they felt included in their children's experience in nursery. Next steps and targets for children were identified which helped to establish progress and development in children's learning. Floor books were in place that had observations and photographs of children's group learning. This empowered children to be fully involved in their learning.

## How good is our setting?

4 - Good

We evaluated this key question as good, as several important strengths, taken together, clearly outweighed areas for improvement.

### Quality indicator 2.2: Children experience high quality facilities

Children were cared for in a bright, comfortable and welcoming environment. Hallways in the service needed decoration and management shared with us their plans to redecorate the service to improve their appearance. Children benefited from access to a large outdoor area. There was ample space for children's needs. The environments offered a variety of experiences which children could easily access. These included a large block area, physical equipment and role play areas.

The setting made good use of the indoor environments, which were furnished to a high standard. This gave children the message that they mattered. They had creatively used the space available to them to create an upper-level cosy and quiet area for older children to rest and relax. A sensory area was created beneath this for younger children to access and use for rest and sleep too. We discussed with management that children in the baby room would benefit from more cosy spaces to create a more nurturing environment that supports their wellbeing.

Children had access to three safe and secure outdoor spaces which offered a variety of experiences for children including swings, mud kitchens, balancing and climbing equipment. The service had a risk benefit approach to play which supported children to participate in risky and challenging play including climbing trees and using rope swings. One parent commented 'I love that they get outside so often, even in the rain. The different gardens give them different areas to explore and play different games in.' Children were confident in exploring the outdoors and leading their own learning. For example, some children were digging mud to make mud cakes while others played a game of hide and seek. Risk assessments were in place and used by staff to keep children safe. We discussed with management that the use of a rope swing and keeping the outdoor gardens clear of litter should be added to risk assessments to further support children's safety outdoors.

Overall infection prevention and control procedures were followed with children and staff washing hands when coming inside and before and after meals. There were some minor issues which we discussed with management and some of these were rectified during our visit. We discussed with management that a handwashing facilities should be available in the baby room to support children's health and wellbeing, see area for improvement 1. We signposted the service to the Care Inspectorate document 'Hand hygiene: information to support improvement'.

### Areas for improvement

1. To support children's health and wellbeing, the manager should make sure that handwashing facilities are easily accessible to staff caring for the youngest children.

**This is to ensure care and support is consistent with Health and Social Care Standards, which state: 'My environment is secure and safe' (HSCS 5.17).**

**How good is our leadership?****5 - Very Good**

We evaluated this key question as very good, where significant strengths supported positive outcomes for children.

**Quality indicator 3.1: Quality assurance and improvement are led well**

The management team were friendly, approachable, and engaged well with the inspection process. Staff told us they found the management team to be supportive and approachable. One staff member commented 'I feel I have a strong relationship with my manager, she is very understanding and is always there to support me.' This meant staff were supported in delivering positive outcomes for children.

An improvement plan was available which highlighted strengths and areas for improvement within the service. The plan had been created in consultation with staff and was shared with parents. This helped staff and families feel involved in the development of the service. We saw evidence of progress made in identified areas of the service improvement plan, including self-evaluation activities with staff and families. One parent commented, 'We are always asked our thoughts and suggestions on improvements.' This helped parents to feel involved in the service.

The opinions of families, children and staff were valued by management as part of their quality assurance. For example, questionnaires were used to gather opinions, and parents were asked for feedback at parent's nights and stay and play sessions. Children's learning environments were reviewed regularly by staff who consulted with children to ensure play and learning areas met their needs and interests. This included creating a hairdressing role play area and creating cosy areas for children to relax.

Room monitoring took place which identified strengths and areas for improvement. As part of this an action plan was created to establish any necessary improvements. We discussed with management that auditing and monitoring systems should be more robust. Some monitoring systems contributed positively to securing positive outcomes for children. For example medication and planning. Other aspects could be further strengthened to promote children's safety and wellbeing. This includes reviewing accidents and personal plans more closely.

Staff meetings and one to ones took place, which also gave staff the opportunity to reflect on their practice and participate in professional development. This meant that staff could identify what was needed to deliver the best care for children and families.

## How good is our staff team?

4 - Good

We evaluated this key question as good, as several important strengths, taken together, clearly outweighed areas for improvement.

### Quality indicator 4.3: Staff deployment

During our inspection we found that there was enough staff to meet the needs of individual children. The manager often covered for staff on the floor at busier times of the day, such as lunch, to ensure children had the support they needed. Within the baby room one member of staff was responsible for the completion of children's personal plans. We discussed with management that this should be reviewed to support staff to update records regularly. This would help to ensure they are reflective of children's current needs and stages of development.

Staff worked well together as a team and communicated well with each other when leaving areas or needing support. There was a mix of skills and experience among the team, which helped staff to deliver positive outcomes for children. Staff told us that one of the strengths of the service was their teamwork and support of each other. We agreed and found that staff were vigilant of children at all times and noted when children entered and left the setting. This helped to keep children safe.

Staff understood the importance of having positive relationships with families and children. One parent commented 'All of the staff are friendly and approachable. I feel informed of my child's wellbeing on a daily basis as the staff provide a verbal update at pick up each day. I attended a recent parents evening in which staff provided a deeper insight to my child's development and progress which was reassuring.' Knowing the families and children well helped staff to offer care which met their individual needs.

Overall, the safe recruitment of staff supported children's safety. We discussed with the manager how the process could be further strengthened by keeping copies of staff identification and noting that if there were any issues with staff references what the services reasoning for employing them was.

Staff development was actively encouraged within the service. One staff commented, 'Because of the training I receive, I'm able to provide children in my setting a better learning experience, gain new ideas on how I can do that in my practice.' The training staff attended enabled them to meet children's needs and supported them offering positive outcomes.



## 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).

## Detailed evaluations

|  |               |
|--|---------------|
| How good is our care, play and learning?           | 5 - Very Good |
| 1.1 Nurturing care and support                     | 5 - Very Good |
| 1.3 Play and learning                              | 5 - Very Good |
| How good is our setting?                           | 4 - Good      |
| 2.2 Children experience high quality facilities    | 4 - Good      |
| How good is our leadership?                        | 5 - Very Good |
| 3.1 Quality assurance and improvement are led well | 5 - Very Good |
| How good is our staff team?                        | 4 - Good      |
| 4.3 Staff deployment                               | 4 - Good      |

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