

Tiny Tots Nursery Day Care of Children

Kenilworth Court
North Carbrain
Cumbernauld
Glasgow
G67 1BP

Telephone: 01236 454 100

Type of inspection:
Unannounced

Completed on:
30 April 2025

Service provided by:
Tiny Tots Nursery Limited

Service provider number:
SP2003000992

Service no:
CS2003004785

About the service

Tiny Tots Nursery is registered to provide a care service to a maximum of 107 children not yet attending primary school at any one time. Of which, no more than 18 children can be under two-years, no more than 25 children can be aged two to under three-years and no more than 64 can be children aged three-years to those not yet attending school.

The service is a private organisation and the provider is Tiny Tots Nursery Limited. The nursery also works in partnership with North Lanarkshire Council to provide funded places to eligible children.

Care is provided from a purpose-built single storey building within the Seafar area of Cumbernauld, North Lanarkshire. It is close to local parks, shops, transport routes and other amenities. Children are accommodated within five separate playrooms. Each room leads directly to a secure enclosed garden.

About the inspection

This was an unannounced inspection which took place on 29 and 30 April 2025 between 10:00 and 17:00. 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 a small number of children using the service
- gathered feedback from 16 family members of children using the service
- spoke with staff and management present on the days we visited the service
- gathered feedback from six staff using a survey
- observed staff practice and children's experiences on the days of our visits
- reviewed documents.

Key messages

- Mealtimes provided a safe and relaxed experience for children. Foods provided were healthy, nutritious and suitable for the age and stage of children.
- The environment was found to be clean, tidy and well maintained.
- Staff interactions were kind and caring. Staff responded to children giving them reassurance and support when needed.
- Leaders within the service needed to ensure they implemented good practice guidance routinely, for example, in safer recruitment and when required notifications must be submitted to the Care Inspectorate.
- A review of staff deployment was needed throughout the setting to reduce the number of transitions in their day.

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?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

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

How good is our care, play and learning?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children, and clearly outweighed areas for improvement.

Quality indicator 1.1: Nurturing care and support

Children were happy and settled within the setting. They were engaged playing with friends and staff. Staff interactions with children were caring and kind, and they responded to children when they needed support. However, a few staff needed to be mindful to ensure their interactions promoted a nurturing approach.

New families were welcomed into the service and an effective settling in procedure was in place to support new children become familiar with their surroundings. We saw staff inviting a parent into the playroom and share information on children's progress, following a settling in visit. This gave the parent and the child a good opportunity to build positive connections with the service. The service should consider how parents are welcomed into the playrooms, for example, at drop off and collection times to help them build stronger connections. The service can find more about building stronger connections and meaningful relationships with families on the Care Inspectorate hub.

Mealtimes were relaxed and unhurried. Children told us they liked the the choice of foods and gave the lunch on the day of our visit a thumbs up. Staff sat with the children which promoted a sociable meal time and they were nearby to help children, if needed. Children were learning to eat independently and some were learning life skills including pouring their own drinks, self serving, and selecting what foods they wanted. Some of the cutlery and serving bowls were large and heavy. We discussed how more children could be independent at mealtimes, if the equipment was more age appropriate.

Staff were attentive and responded to children's needs in a timely manner, for example, if children needed help with personal care around toileting or nappy changing. However, staff needed to be more mindful of helping children to clean their faces and hands, for example, if they have been playing in mud kitchen or when children had sun cream on, as we saw a few children become irritable maybe due to getting hot and sticky.

Children's needs were recognised, and staff worked with families to agree how best to support their needs. Parents told us that they were happy with the recent improvements made in relation to children's personal plans, they felt better informed and their children's needs were being supported. Children's personal plans identified their wellbeing needs and set out how the service planned to support these. However, some parents felt they would like more information at the end of the children's day in person and online. We discussed how parents being welcomed into playrooms at the end of the day could support this.

Quality indicator 1.3: Play and learning

Children were engaged in their play and were keen to learn and experiment with different materials. Staff encouraged children, giving praise and recognition, as they celebrated their achievements. Most children had chose to play outside and were having lots of fun playing in the mud kitchen, playing on the various physical apparatus and enjoying the sunshine.

All playrooms had direct access to outdoors and fresh air. When the doors were open, children could move freely between the inside and outside areas. Good safe sun practice was implemented and the older children were keen to play outside.

Throughout the playrooms, we found children had easy access to a wide range of play materials meeting their needs. There were good opportunities for mark making, access to books and lots of singing promoting early literacies. We observed some of the older children having fun measuring and playing in the block play area, promoting early numeracy and problem solving. We saw the youngest children crawling, pulling themselves using appropriate equipment and the toddlers to be challenging themselves climbing steps and balancing using various materials.

Staff confidence and skills in facilitating children's play and learning, enabling children to extend their thinking and inspire their natural curiosity had improved. Changes made to the playrooms, children's access to materials and how staff planned experiences had created a more enriched learning environment. However, staff still needed further support to ensure high quality play and learning was fully embedded. With the continued support for North Lanarkshire early years team and ongoing staff development, staff skills and knowledge should continue to grow.

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children, and clearly outweighed areas for improvement.

Quality indicator 2.2: Children experience high quality facilities

Overall, the setting provided a welcoming environment and the entrance was secured through use of video monitoring entry system. On entering the service, there was a seating area for families and visitors. The main building had a coded entry, letting only those with code access to the hallway to enter playrooms.

There was a meeting room which provided a welcoming and private space for staff, parents and other professional to meet. There was also an office for management and a staff room. The service made good use of the spaces available to them.

We found the the kitchen had been refurbished and was kept well, clean and tidy. The new nursery cook had responsibility for this area, and along with staff, were working closely to ensure children had a positive relationship with foods, and meals were planned to take account of children's needs.

Since the last inspection, areas within the building had been refurbished and decorated. The laundry room and most of the toilet and changing facilities had been refurbished. They now had easy clean surfaces, better for infection prevention and control. We found these areas were clean and tidy.

Each playroom had been redesigned and had new resources creating more welcoming and inviting spaces. Within the playrooms, designated areas had been created and children had easy access to a good range of materials. Staff audited the play spaces regularly to ensure they were well maintained and met the needs of the children.

Outdoor areas were well maintained and all children had direct access from their playrooms. These spaces had a mixture of permanent structures and loose parts, resulting in good use all year round. Staff shared plans to further develop the gazebo to provide an all year round outdoor building, where children could maybe eat lunch or take part in outdoor learning.

We found that some children were cared for in more than one playroom, for example, being dropped of in one room, then being moved to another for the remainder of the day, or moved rooms depending on how many children were in attendance. We discussed with management to consider the impact of these transitions through the eyes of the children. Less transitions and disruption in children's routines would create a more nurturing approach.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to be improved.

Quality indicator 3.1: Quality assurance and improvement are led well

There had been changes with the management team and structure since the last inspection. The new management team had taken time to find out how well the service was doing, identifying strengths and areas for improvement. They had worked closely with North Lanarkshire Early Years team to address the improvements identified at the last inspection. We could see the improvements made, including those to the environment and in staff skills. The management should continue with their plans to ensure good practice is embedded throughout the service.

To support staff development, the management had worked closely with staff to identify their needs. Through a range of training, meetings and professional reading, staff had been working hard to become more confident early years workers. Staff told us that the training and support had been invaluable. Staff spoke with increased confidence and knowledge about good practice guidance.

Monitoring of staff practice had helped identify strengths and areas where further support was needed. We discussed the possibility of using different types of monitoring to help staff further develop their skills and knowledge, such as peer assessments and use of technology to promote more reflective practice. Management should continue to support staff to become skilled and competent early years workers.

Safer recruitment procedures were implemented. However, we found inconsistencies in the information recorded. Not all references and disclosure information had been recorded. We discussed the need to hold records that include accurate and clear information on safer recruitment procedures followed. The management agreed to address this. Further information on safer recruitment can be found on the Care Inspectorate hub.

All staff required to be registered with the Scottish Social Services Council (SSSC), the professional body for social service workers, they were or had applications in process. Management were not fully aware of what part of the register a few of the staff were registered with, for example, either a practitioner or support worker. We advised the management to ensure staff were working under the correct roles and responsibilities to meet their conditions of registration.

The management were aware of the requirement to notify the Care Inspectorate of certain events and changes to the service, which included serious incidents. We discussed the need for these to be submitted within the required timescales, as a few notifications had not been reported in a timely manner. Since discussing this with management, we have seen improvements, however, this must be maintained. If management is not available to submit the required information, there needs to be a contingency plan in place.

How good is our staff team?**3 - Adequate**

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to be improved.

Quality indicator 4.3: Staff deployment

Staffing levels and deployment were satisfactory the majority of the time, and met the needs of the children. There were a few occasions where staff deployment could be further improved. At the start of the day for example, children were gathered together then moved into designated rooms, once staff arrived to start their shift.

Staff communicated with each other within the playrooms, to inform if they were going to do another task or leave the playroom. Staff positioned themselves within the playrooms and had increased awareness of their roles and responsibilities when supervising children.

The majority of staff were qualified, with mixed skills and experience. To further support staff development, strong leadership is needed to help them provide consistent high quality care and support. The newly appointed role of senior to each play room should help to bridge the gap between management and staff.

Most staff are employed as practitioners. We found on at least on one occasion where children's play had been effected, due to staff not opening the outdoor space, due to their understanding of some of the staff roles and responsibilities. The youngest children were being cared for between two playrooms, and when asked why, we were informed this was due to the low numbers of children attending and number of staff available. Adult to child ratios were being met, however, staff deployment could be improved by being planned to meet the needs of the children, rather than around staff work patterns and roles.

Recently, there had been two serious incidents within the service, and as a result, at this inspection, we focused on times of the day when staff and children were transitioning between inside and outside areas. We did find that staff were more vigilant about how many children were in their care. However, by having less movement of staff around playrooms could further reduce the risk to children.

At the time of this inspection, the service did not have a cleaner but were in the process of trying to employ someone. And as a result, staff were having to undertake cleaning tasks. The service needs to ensure that this is not impacting on the needs of the children, for example, by taking staff away from supervising and providing quality care.

We discussed the need to consider staff shifts to ensure good quality care and support for children at the start and end of each day. Children being cared for in designated rooms would create better consistency for children and families, building stronger communications and meaningful relationships. As a result of findings, we have made an area for improvement around deployment of staff to ensure appropriate measures are in place to keep children safe. **(See Area for Improvement 1)**

Areas for improvement

1. To support children's wellbeing, learning and development, the provider should ensure staff are deployed effectively to meet the needs of the children.

This should include, but not be limited to:

a) staff deployment being well planned to provide stability and continuity to children;

and

b) staff caring for children understanding their needs and personal preferences.

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

'I am supported and cared for by people I know so that I experience consistency and continuity' (HSCS 4.16).

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

Requirements

Requirement 1

By 29 November 2024, the provider must ensure staff are skilled and competent to support meeting the needs of the children, keep them safe, and provide high quality outcomes for children.

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

- a) ensure staff understand the development needs of the children in their care;
- b) ensure after being trained on elements of their roles, staff are able to demonstrate and put into practice what they have learned;
- c) a meaningful staff induction process is implemented to ensure staff have the correct skills and knowledge to complete their roles and responsibilities; and
- d) ensure staff implement good practice guidance to keep children safe.

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 Health and Social Care Standards (HSCS) which states:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This requirement was made on 3 September 2024.

Action taken on previous requirement

We observed staff practice, and discussed good practice guidance with staff. Our findings demonstrated that staff had undertaken training, professional reading, and had been supported by colleagues. During our observations, staff were following good practice guidance.

Staff told us about the children in their care, their needs and how they were supporting these, this included dietary, health and development needs.

We saw that mealtimes had improved and children were being fed appropriate foods, and staff supervised children whilst eating to keep them safe. In addition, staff followed safe sleeping guidance for the youngest children.

Staff were working with other agencies to deliver better play and learning experiences.

Overall, we found that staff practice had improved and the concerns we had in relation to children safety at the last inspection were addressed. The service should continue to support staff development and monitor their practice.

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 support children's wellbeing, learning and development, the provider should ensure meal times meet the needs of the children.

These should include, but not limited to:

- a) food that meet children's dietary needs;
- b) age and stage appropriate foods being provided;
- c) provide a calm and unhurried experience; and
- d) the opportunity to learn new life skills and promote independence.

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

'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

This area for improvement was made on 3 September 2024.

Action taken since then

A new cook had been employed since the last inspection. They were responsible for meals and snacks. They were following the food safety guidance documents and were reviewing the foods offered to ensure they met children's needs.

Staff sat with children, and mealtimes were relaxed and unhurried. Children were encouraged to eat independently, and where possible, were learning to self-service themselves and pour their own drinks.

Staff and the cook were able to discuss food safety measures in place to reduce the likelihood of children choking, for example best way to cut foods.

As a result, this area for improvement had been met.

Previous area for improvement 2

To keep children safe and secure, the provider needs to ensure appropriate safety measures and infection prevention and control measures are in place.

This should include, but not be limited to:

- a) the kitchen being kept clean and tidy;
- b) the laundry room and laundry practice meeting good practice guidance;
- c) the nappy changing and toilet facilities follow good practice guidance;
- d) areas used to store materials being well maintained; and
- e) children not having access to hazardous materials.

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

'My environment is secure and safe' (HSCS 5.19)

and

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS, 5.24).

This area for improvement was made on 3 September 2024.

Action taken since then

The service had refurbished the toilets, changing areas and laundry room since the last inspection. They were found to be clean, tidy and maintained. The doors to the laundry room were closed to ensure children did not have access.

As a result, this area for improvement had 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

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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