

My Ohana IKEA Glasgow Day Care of Children

IKEA
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Type of inspection:
Unannounced

Completed on:
5 August 2025

Service provided by:
Tinies U.K. Limited

Service provider number:
SP2023000041

Service no:
CS2023000055

About the service

My Ohana IKEA Glasgow was registered on 6 March 2023. The service may provide a care service to a maximum of 24 children aged 3 to 10 years at any one time. The care service will operate between the times of 10:00 and 18:00 hours Monday to Sunday.

The service is located within IKEA Glasgow, Renfrewshire. The service operates a free, one-hour creche facility for customers of the store. The children are cared for in a dedicated play space with direct access to toilet facilities. Children cannot access an outdoor space when attending the service.

About the inspection

This was an unannounced inspection which took place on 5th August 2025. 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 and two of their family members
- Spoke with three staff and management
- Observed practice and daily life
- Reviewed documents
- Online questionnaires were sent to the service, however due to the nature of the provision we received no responses from families who have utilised the creche.

As part of this inspection, we undertook a focus area. We have gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

- Staff deployment.
- Safety of the physical environment, indoors and outdoors.
- The quality of personal plans and how well children's needs are being met.
- Children's engagement with the experiences provided in their setting.

This information will be anonymised and analysed to help inform our future work with services.

Key messages

- Children were supported by a team that were friendly, patient and fun.
- Children engaged in a variety of activities that supported active, creative and imaginative play.
- Children could explore a play space that was clean, well maintained and safe.
- The manager had improved quality assurance processes and the culture of self evaluation.
- The team were trained, skilled and committed to their role supporting children to play and have fun at the creche.

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?	4 - Good
How good is our staff team?	5 - Very Good

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

1.1 Nurturing care and support

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

Children received support while attending the creche from staff who were kind, patient and friendly. We observed staff play alongside children and engage in natural, warm conversation, to enable them to get to know the children and their interests. Staff were attentive to children's emotional wellbeing and responded sensitively to their cues by providing comfort and reassurance, if required. This helped children to feel secure and safe.

To support children to feel welcomed and settle at the creche we suggested the service create a picture board with staff names. We discussed the welcoming procedures and suggested children be introduced to staff by name and be shown where important places are such as the toilet and the water station. The manager agreed to progress this by introducing a welcome station for children.

Due to the one-hour duration of the sessions, children were not offered food or snacks. Water was available throughout the session to ensure children remained hydrated, we saw children independently pour drinks when they were thirsty.

The service communicated effectively with parents during the sign up and drop off procedure. Basic information, including emergency contact details, were recorded through online forms. Parents and carers remained within the venue while their child attended the session and had a buzzer allocated to them which meant they were always contactable.

More detailed Child Care Plans were completed for children who had any identified needs such as allergies, emergency medication or additional support needs. Care plans sampled contained relevant core information about individual health, welfare, and safety needs that enabled the team to support children effectively during their one-hour session.

Children's health and wellbeing was supported by a clear administration of medication policy and procedures. All staff were paediatric first aid trained, which meant they could respond to medical emergencies should they arise. Medication was safely stored in a lidded box in the office space, out of reach of children. We sampled the nursery's medication consent forms and requested the service review the template in line with current medication guidance "Management of medication in day care of children and childminding services" updated July 2025.

1.3 Play and Learning

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality indicator as **very good**.

Children were happy, confident and enjoyed a variety of play experiences during their short session at the crèche. They were able to make independent choices about where to play and moved freely between the different areas available.

As a result, children were having fun and engaged in activities that suited their interests. One parent told us "my child has fun, they always ask to come when we visit IKEA".

There were a range of activities on offer including drawing, crafting, and creative building with magnetic tiles and tubes. Activities were reset in the afternoon which ensured the play space remained inviting and supported sustained engagement. Staff interacted and played alongside children offering ideas and additional resources to extend their play. This approach enhanced children's communication skills and helped them express their thoughts and ideas during play.

Following the previous inspection, staff had improved the planning process by introducing a monthly calendar of celebratory events such as world book day, child safety week and festivals to use for planning inspiration. Themed days had also been introduced such as Rhyme Time Wednesday, Story Time Thursday, and Fitness Friday to enrich the children's play experiences and support their development. Current events such as Wimbledon and the King's Coronation inspired a breadth of creative experiences to stimulate and challenge children, which included building castles, writing letters, and designing crowns. These new processes supported the team to deliver high quality experiences for children.

Staff recognised and celebrated children's achievements in meaningful ways, for example, children's artwork was handled with care and respect, each piece was safely stored until home time, and children's drawings were proudly displayed within the setting. Staff also awarded certificates to acknowledge individual accomplishments and recorded children's comments and ideas within a floor book. This approach nurtured children's self-esteem and helped build a sense of belonging.

Children had access to a variety of resources and activities that supported the development of their literacy and numeracy skills. We observed children engaging in drawing, roleplay with pretend money, and exploring the book corner, where they could choose from a wide selection of books. Planning documentation also highlighted further experiences designed to extend children's interests, such as using maths worksheets and creating their own stories. These activities helped children build early literacy and numeracy skills through play.

How good is our setting?

4 - Good

We evaluated this quality indicator as **good** where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Children experienced an environment that was comfortable, clean, and inviting. The space was maintained to a good standard with health and safety checklist, cleaning schedules and responsive maintenance support. However, the room did not have natural light or ventilation as there were no windows. Children could not access the outdoors during their session.

The room was carefully considered and set out to provide different play experiences from arts and crafts, imaginative play, construction, and active play. We found children had fun during their one hour session exploring the environment. The large ball pool and climbing wall was popular with children and supported active, energetic play. All children we spoke to told us they loved the ball pool and climbing wall.

Children were having fun on the day of inspection, and we could see a range of different resources available. Children explored colouring in sheets, animals, books, soft balls, and Lego blocks during our visit.

The service had purchased some natural open-ended materials, however were awaiting new stock to arrive, as they were running low. The service had created a photo book of resources to support children to make choices and be aware of what was available to play with in tubs and shelves. We asked the team to ensure this was available to children in the play space and not stored in the office.

Infection prevention and control measures were in place and in line with current best practice guidance. Personal Protective Equipment was available, if required. At our previous inspection, we suggested children could wash their hands on arrival to support good hand hygiene and be in line with the setting's own procedures. This practice was not yet fully established. We also highlighted the storage of toilet brushes in children's toilets. The manager agreed to progress this with the cleaning team. This would continue to support children and staff's health and wellbeing in the setting.

Children accessed an environment that was secure and well organised, helping them feel safe. A clear five-point procedure was in place for arrival and departure of children accessing the service. All parents we spoke to told us they felt their children were safe due to the robust check in and out procedure.

Risk assessments were in place for all areas within the setting. Mitigation measures were well considered and realistic. Staff undertook daily checks of the play space. This approach helped staff to identify, remove, or reduce risks to children attending the service. Staff told us that IKEA were very responsive to any issues highlighted within the environment.

Appropriate procedures were in place to record accidents and incidents. These were discussed with and signed off by parents. We found the service had a good system for monitoring children following any accidents or incidents. These procedures helped keep children safe and supported staff to respond effectively in the event of an accident or incident.

How good is our leadership?

4 - Good

We evaluated this quality indicator as **good** where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

The manager and team within the creche were warm, welcoming, and friendly. They engaged well with the inspection process and were open to our suggestions and ideas for improvement. This showed us the team were committed to providing a high-quality service and had good capacity for change.

The manager of the service was visible, friendly, and approachable to children, their families, and staff. They created a positive ethos where people felt confident to give their views, ideas and raise any issues. The manager was motivated, organised and enthusiastic about developing in their role to deliver a high-quality service to all children in their care. Staff we spoke to told us they felt very supported by the manager. One staff member told us "The are the greatest manager I have had".

The service recognised the importance of parental involvement and actively sought feedback from families through Quick Response (QR) codes and feedback forms. Comments from parents led to positive changes such as extending crèche session times. Children's views were gathered through a new routine where they used coloured blocks to express emotions such as happy, sad, or safe, based on their experience in the setting. However, this method was at the early stages and not yet used consistently. The team should continue to embed this practice to empower children to feel valued. We suggested the service consider other child-friendly consultation tools, such as questionnaires to strengthen participation.

Enhancing this approach would help the service to meaningfully gather children's views, ensuring they are actively involved in shaping the service as it continues to grow and evolve.

The culture of self-evaluation and improvement in the service had improved since our last inspection. There was now a clear focus on monitoring of key areas such as policy reviews, environment audits, and the analysis of accidents and incidents. This approach ensured quality assurance processes now contributed to the continuous improvement of the service. We suggested extending this to include staff professional registration checks. This will ensure a robust and effective process which supports positive outcomes for children and their families.

A self-evaluation process had been introduced by the manager, in partnership with other managers in the My Ohana family. This demonstrated a commitment to reflective practice and continuous development of the service. We encouraged the manager to extend this process to involve all staff to promote shared responsibility for all in the service. This would establish a more meaningful approach to help build a collaborative culture around self-evaluation and improvement planning for the team.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality indicator as **very good**.

Staff worked well together as a team and communicated effectively. They were courteous and respectful towards each other, creating a positive ethos. Staff told us they enjoyed their roles and were happy to work in My Ohana. This was reflected in their interactions with children. One parent told us "staff are friendly". Another parent told us "Staff member [name] is fantastic, they are a credit to the service".

Levels of staffing were effective. The deployment of staff enabled them to be fully engaged and present in children's care, play and learning. We observed staff maintaining very good supervision through a flexible approach to their deployment. Staff moved around the space with children sitting at the crafts table colouring or sitting on the floor building at the construction space. This enabled staff to follow a child's needs and interests without compromising other children's experiences.

Staffing ratios consistently met the needs of children and ensured safe levels of supervision and engagement throughout the day. Staff breaks and lunches were well managed which minimised the impact on children and their families. This ensured children remained safe and their play was not interrupted.

Regular job chats were undertaken by the manager providing a valuable opportunity for staff to reflect on their practice, celebrate achievements, and identify areas for further development. These discussions supported staff in setting goals and accessing relevant training to enhance their practice to improve outcomes for children.

Staff in the service routinely engaged in a range of professional learning opportunities that built on and sustained their practice. The learning experiences helped to provide assurance to children and their parents that staff were well knowledgeable and skilled to fulfil their practitioner roles. All staff employed at the service were registered with the Scottish Social Service Council and had achieved qualifications relevant to their roles as practitioners and manager.

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

Requirements

Requirement 1

By 7 November 2024, to ensure children's health, wellbeing and safety are upheld, the provider must ensure the manager and staff are confident and competent in their role of protecting children from harm. To do this, the provider must, at a minimum:

- a) ensure the manager and staff are competent in and knowledgeable about national, local, and the service's own child protection procedures.
- b) ensure the manager and staff are competent in using chronologies and child protection records to assess the level of risk to children, and that any concerns identified are reported to the relevant authorities timeously.
- c) ensure the appropriate notifications are submitted to the Care Inspectorate when any child protection concerns arise in the setting.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

This is to ensure that care and support is consistent with the 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).

This requirement was made on 8 August 2024.

Action taken on previous requirement

Child protection co-ordinators had completed child protection training in person and additional online courses to give a greater understanding of the various concerns that may arise and how to respond appropriately and promptly to these.

All staff in the service had completed child protection training plus additional courses to ensure their knowledge and practice was up to date and in line with national and local guidance. Staff we spoke to were confident on how they would respond to a child protection concern.

The service's child protection and safeguarding policy had been updated to reflect national and local child protection updates. A flowchart had been created to illustrate the clear steps to be taken by all staff should a protection concern arise and who to contact.

The Manager was aware of notification guidance and the 24 hour timeframe to notify the care inspectorate if a significant event was to occur.

Met - within timescales

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	5 - Very Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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