

Care service inspection report

Full inspection

Kilcoy Kindergarten (South) Day Care of Children

Kilcoy
Kilearnan
By Tore
Muir of Ord



HAPPY TO TRANSLATE

Service provided by: Tracy and Stuart McMorran trading as Kilcoy Kids

Service provider number: SP2013012025

Care service number: CS2013315911

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

The manager and staff have established very good working relationships with the children and their families.

The manager and staff continue to actively encourage parents and carers to be involved in the on-going assessment of the service.

There is a clear improvement plan which sets out the vision of the service and the identified action plans for the year.

What the service could do better

Some parents stated that they would like to see the children having greater opportunities to spend time outdoors and explore their environment and visit resources in the local community. The service is currently working on the development of the outdoor play area to offer greater opportunities for outdoor play. This is a priority for them.

What the service has done since the last inspection

The service has continued to offer a child care service of a very high standard to families in the local community.

The manager and staff have continued to attend training and have put into action what they have learned in order to improve the service provided.

Conclusion

The manager and staff are committed to the on-going development and improvement of the service provided. They continue to work in partnership with parents and carers to ensure that they meet the needs of the children attending.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service registered with the Care Inspectorate on 20 June 2013.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each quality theme.

Kilcoy Kindergarten (South) is registered to provide a care service to a maximum of 30 children from birth to the age of three.

The service operates from a converted church in a rural location. There is a fully enclosed play area to the front of the building. The premises comprise of a large playroom which is divided into two distinct play areas, one for the under 2's and

one for the 2-3 year old children. To the rear of the playroom there is a food preparation area, children's toilets and changing room. There is a sleep room, staff room and large reception area.

The aims of the service include:

- To give children an opportunity to make friends with other children their own age and assist parents with childcare provision
- To provide security to all children and peace of mind to their parents
- To support all children's development by ensuring a safe, stimulating and caring environment where they can play, grow and learn
- To deliver the highest standard of childcare and education.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written following an unannounced inspection which took place on 16 June 2016. Feedback was provided at the end of the inspection to the manager and staff.

As part of the inspection, we took account of the completed annual return and self assessment documents that we asked the provider to complete and submit to us.

We sent care standards questionnaires to the manager to distribute to service users. Eleven parents and carers of children attending the service sent us completed questionnaires prior to the inspection.

During this inspection process, we gathered evidence from various sources:

We spoke with:

- Children attending the service
- Parents and carers
- Staff
- The manager.

We looked at:

- The service's policies and procedures relevant to the aspects being considered
- Personal plans for the children
- Information pack provided to parents
- Observation of staff practice
- Examination of the premises.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

The children present were all observed to be very happy and relaxed in the care of the staff. The interaction between the children and staff was very good. There was a very good selection of equipment and resources available appropriate to meet the needs of the children in attendance. The older children who were attending the service were able to tell us about the particular activities they enjoyed taking part in. Having space to play with various wheeled toys was very popular with the children.

Taking carers' views into account

Eleven Care Standards Questionnaires were completed and returned by parents and carers prior to the inspection. They all strongly agreed with the statement; 'Overall, I am happy with the quality of care my child receives in this service.'

Comments made included:

"We are delighted with how well settled and confident she has become over the last three years. She looks forward to nursery and talks happily about her friends and the staff."

"The use of the local environment is well planned and the children are encouraged to explore their surroundings in an exciting but safe way."

"We really like the star moment certificates - not sure these are still happening - our child felt really proud when she received one."

"Overall we are happy with the care our child receives."

"The staff have been brilliant with potty/toilet training - helping and giving advice."

The parents we spoke with during the inspection made positive comments about the quality of the service provided and the approachability and professionalism of all the staff. Parents were very happy with the settling in process and were of the opinion that this was managed very well by staff and the children were very well supported. This was extremely reassuring for the parents of new children to the service.

Some parents would like to see greater opportunities for outdoor play and activities. A similar comment was included in the Care Standards Questionnaires.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service Strengths

During the inspection we looked at parental participation and information sharing. We found that the service was performing at a very good standard and that parental participation and information sharing was a priority for the manager and the staff.

The manager explained that they had an active parents group who they had supported to be more involved in the development of the service. Parents and carers had been actively involved in reviewing policies and procedures as well as helping with fundraising events.

The service had set up a private Facebook page which all the parents could access. The manager and staff routinely updated this and included information about the service and photographs of the children taking part in various activities. The manager explained that the Facebook page allowed for greater parental interaction and good levels of parental feedback. During the inspection we had access to the nursery's Facebook page and were able to see the various comments from parents.

The service highlighted that they were currently developing greater use of email to share information, including learning journey folders. They now used an app to collect observations and send reports by email to parents. This had also

resulted in greater interaction and information sharing between staff and parents.

The parents we spoke with during the inspection stated that the staff were very good at giving them information about their child's day when they came to collect them. They also found the use of emails and Facebook beneficial.

Areas for improvement

The service should continue to build on current very good practice.

During the inspection we discussed with the manager the need to ensure that their Facebook page was fully secure. We were advised that the service was currently reviewing their page and the systems in place to ensure that it was sufficiently secure.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We ensure that service users' health and wellbeing needs are met."

Service Strengths

During this inspection, we focussed on promoting healthy eating. We found that the service continued to actively encourage and support the children to adopt healthy lifestyles and was performing at a very good standard.

The service had a healthy eating policy which was shared with parents and carers. They were encouraged to provide their children with healthy lunches. The older children were involved in choosing snacks for the coming week. They could choose from a list of snacks which took account of current nutritional guidance as well as any allergies or dietary needs children attending might have. Snack time was a social event and also an opportunity for the children to try new foods and to take part in food tasting activities. We observed

the children all enjoying a very relaxed and sociable lunch where staff were very attentive and offered appropriate levels of support.

All the staff attended child protection refresher courses on a regular basis and had a very good understanding of how to keep children safe. Staff were all very aware of the service's policies and procedures and what they should do if they had any concerns of a child protection nature.

Areas for improvement

The service should maintain current very good practice.

The manager highlighted as an area for improvement the need to get the children more involved in snack preparation and encourage the development of their independence skills.

On the day of the inspection, the staff did not sit with the older children while they had their lunch. The manager assured us that this was not normal practice. Discussed how staff sitting with the children at meal times created a more social and positive experience.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

"We make sure that the environment is safe and service users are protected."

Service Strengths

During this inspection we focussed on how the service ensured the health and safety of the children attending. We found that the health and safety of the children was a priority and we concluded that the service was performing to a very good standard.

The service was able to give the example of how they responded to the concerns of a parent in relation to the safety of the children as they played outdoors. The parent was concerned about old tyres which had been painted being used in the outdoor play area and also the potential risks from the neighbouring farmer spraying his crops. In response to these concerns the tyres were removed from the play area immediately while the staff contacted the appropriate authorities in relation to the safety of the paint and completed a full risk assessment. Similarly, the service contacted the farmer and relevant agencies to discuss the potential risk to the children when crops are sprayed. Throughout this process the service kept all parents updated and advised them of what steps they had taken.

Areas for improvement

The service should continue to build on current very good practice.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

During this inspection we focussed on outdoor play. We found that the service was performing to a very good standard.

The service currently used two small, fully enclosed play areas to the front of the premises. However they had plans to increase this area to include space to the side of the building. When talking with the staff it was evident that they fully appreciated the value of outdoor play and the importance of the children having access to fresh air on a regular basis. The children all had daily access to the outdoor play areas. We were able to observe the children outdoors playing and very much enjoying the experience. There was very good interaction between the staff and the children and the staff supported and encouraged the children to explore and learn about their outdoor surroundings.

Areas for improvement

The manager explained that they would continue to develop the opportunities for outdoor play. They were hoping to increase the space available to the children outdoors and were also reviewing the resources on offer and looking to increase the use of natural resources. The manager advised that they had a member of staff in their sister service who was taking a lead in outdoor learning and who would be offering input and advice to the staff at this service. We directed the manager and staff to various websites and best practice documents in relation to outdoor play.

We discussed with the manager, a suggestion from parents about making greater use of local resources, including walks in the area. The manager advised that this was something they were currently working on to increase the children's learning experiences as well as access to fresh air and physical play.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

Since the previous inspection there had been several changes within the staff team and new staff starting, therefore we focussed on staff induction. We graded staff induction as being very good.

All new staff completed an induction programme covering all aspects of their role. We were able to view completed induction records for the newest staff. They were required to familiarise themselves with the service's policies and procedures and attend mandatory training including child protection, first aid, health and safety and fire safety. The staff we spoke with confirmed that they had received a full induction before commencing at the nursery which they had found very beneficial and informative. They were able to shadow existing staff and learn the routines of the nursery thus ensuring continuity of care for the children. The induction programme included staff learning about how the Scottish Social Services Codes of Practice impacted on standards of staff conduct.

Areas for improvement

The service should maintain current very good practice and provide any new staff with the opportunity to complete an induction programme.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service Strengths

During the inspection we looked at the opportunities for staff development. We concluded that the service was performing to a very good standard.

The service had introduced the Scottish Social Services Council's workforce solutions framework where there are various tools online to help plan staff development. The service offered vocational qualifications. The staff were of the opinion that their manager supported and encouraged them to attend training. They stated that there were good opportunities for them to attend both internal and external training appropriate to their roles. Staff had attended a range of events including refresher child protection, first aid, Building the Ambition, forest schools, messy play and heuristic play. The staff were enthusiastic about what they had learnt at the training in relation to heuristic play. Following the training the staff in the baby section had reviewed their own practice and had introduced treasure baskets. During the inspection, we found that these were popular with the younger children.

Areas for improvement

The service should continue to build on current very good practice.

The manager highlighted as an area for improvement, ensuring that individual training plans are kept up to date.

During the inspection we discussed with the manager and the staff the various options available in terms of training. We also looked at the option of making links with other local services to share ideas and good practice.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 2

"We involve our workforce in determining the direction and future objectives of the service."

Service Strengths

We looked at the systems available for staff to be involved in determining the direction and future objectives of the service. We found that the service's performance was very good.

The manager explained that they promoted leadership values throughout the service. The staff all presented as being very committed to the service and its continued development. The manager routinely spent time working along side the staff on the floor. Consequently, there was opportunity for informal discussion about the service and how it could be improved on a very regular basis. There were also monthly staff meetings where staff were encouraged to be involved in the on-going evaluation of the service, development of the service's improvement plan and the identification of future objectives.

The staff we spoke with were of the opinion that they were encouraged to be actively involved in developing the service to ensure that it continued to offer a service of a high standard which met the needs of families they worked with.

Areas for improvement

Staff should continue to be actively encouraged to be involved in determining the direction and future objectives of the service.

Staff should continue to be supported to maintain links with other nurseries to allow them to share ideas and good practice.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

Service Strengths

During the inspection, we focussed on the systems in place in relation to self evaluation. We concluded that the service's performance was very good.

It was important to the manager that any changes to the service took account of suggestions, comments and feedback from all relevant parties including children, parents and carers, and staff. As stated previously there were various systems in place to allow the children and their families to give their comments including the Facebook page, questionnaires and informal discussion. The parents and carers we spoke with were very happy with the various opportunities available to them to be involved in self evaluation and were of the opinion that the service took account of their feedback.

The staff were also involved in the process of self evaluation and identification of future objectives. They were of the opinion that they could give their feedback, comments and suggestions to the manager both formally and informally.

Areas for improvement

The service should continue to build on current very good practice. Children, parents and carers, and staff should all continue to be included in the process of self evaluation.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

1. The provider must review and update the medication policy and procedures to ensure the health and welfare of children.

In order to comply the provider must:

a. Ensure accurate and up to date records are maintained of all medications on the premises for the children's use including details of when medications are returned to parents/carers.

b. Ensure that in the event that children may require life saving medications, all necessary information is recorded and is available to trained staff upon the child's admission to the service or when the condition first becomes known. This must include details of the action to be taken in the first instance, clear guidance as to any additional steps should the initial treatment fail, and timescales for contacting the emergency services and parents as necessary.

c. Undertake regular audits of the medication processes and record the outcome of the audit and any actions taken to improve practice as a result of the audit.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

The Regulation of Care (Scotland) Act 2001 Scottish Statutory Instrument 2002/114 Regulation 19(3)(j) A requirement to record medicines for the use of service users.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing and Standard 12 - Confidence in Staff.

Timescale: a and b within 24 hours of receipt of this report and c by 15 August 2014.

This requirement was made on 19 June 2014

This requirement had been fully actioned by the service immediately after the inspection and within timescales. The service had reviewed their medication policy and procedure, developed appropriate protocols for those children with specific health needs and there were regular audits of the medication processes completed by a senior member of staff.

Met - Within Timescales

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
19 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good

To find out more

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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