

# Kilcoy Kindergarten (South) Day Care of Children

Kilcoy  
Kilearnan  
By Tore  
Muir of Ord  
IV6 7RT

Telephone: 01463 871522

**Type of inspection:**

Unannounced

**Completed on:**

19 November 2018

**Service provided by:**

Tracy and Stuart McMorran trading as  
Kilcoy Kids

**Service provider number:**

SP2013012025

**Service no:**

CS2013315911

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://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.

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 comprises 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, staffroom and large reception area. On the upper floor, there is the office.

The aims of the service include:

- To provide a high quality service
- To work in partnership with our parents and other professionals
- To create a safe and nurturing environment
- To help our children learn through play, both indoors and out using the learning through play document
- Celebrate achievement.

## What people told us

The children present were observed as being very happy and relaxed in the care of the staff. There was a very good rapport between the children and staff which allowed for natural and open communication.

During the inspection we spoke with five parents, and 10 parents and carers gave us feedback through our questionnaires. They were all extremely positive in their comments about the quality of the service provided.

Comments made included:

'I feel putting my child into this nursery is one of the best decisions we have made. My child has grown and progressed in a nurturing environment.'

'The staff are amazing at Kilcoy and my children are always very happy to be going which talks a thousand words.'

'To be able to leave your child at Kilcoy and not hesitate to know they are safe and happy is testament to the quality of the nursery and care that the children receive.'

'My child is happy to walk into nursery every session and comes out a happy chatty child.'

'We could not be happier with the care and attention our son has received since starting nursery.'

'He has been supported to develop many new skills by caring staff and is always happy to go to nursery.'

'My daughter has benefited from being at Kilcoy enormously. I had no hesitation in registering my second child to ensure she would also be able to attend.'

'Frequent updates provided by email and in written reports on daily activities, food given, accidents/incidents, developmental observations and future steps/activities for improving on what my child is doing.'

'Caring and homely environment that my child enjoys attending.'

'All the staff are friendly and helpful. It is clear they care about the kids and put them at the heart of all aspects of their care.'

'I must say again how great the staff are - kind, caring and welcoming to children and parents.'

'All the staff working there deserve recognition for the wonderful job that they do!'

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

During this inspection, we focussed on how the service ensured that the health and wellbeing needs of the children were being supported. We also looked at the systems in place in relation to staff training and support. We found that the service's performance was very good.

It was a priority of the service to establish close working relationships with all the families to ensure consistency of care and open communication. The manager and all the staff worked hard to achieve this. During the inspection we were able to observe staff being very welcoming when children and their families arrived. The parents we spoke with commented on how friendly and approachable the staff were. Parents were of the opinion that staff 'go that extra mile' to ensure that they provided children with care of the highest quality.

Staff were extremely warm, caring and nurturing towards the babies and young children. From our observations, it was evident that the staff had a very good knowledge and understanding of the individual needs and care

requirements of each of the children in their care. The manager and staff also worked closely with other professionals.

We found all staff to be very positive and enthusiastic. They were committed to providing a service of a high standard to the children and their families. Since the last inspection, there had been a consistent staff group who were working well together as a team. Prior to the inspection, five staff completed our questionnaires and provided comments and feedback. During the inspection we spoke with several of the staff on duty. They were all very positive about working at the nursery. They were of the opinion that the service had benefited from the appointment of the new manager and supervisor.

Comments made included:

'Overall, leadership has improved and has worked hard in developing the setting further as well as guiding all staff to develop our skills.'

'The manager is highly motivated, extremely organised and I feel this can only be a good thing to be passed on to all staff members old and new.'

'There have been a huge amount of improvements and developments to the nursery.'

'The routine in the nursery has become a lot more structured and things are a lot more organised.'

'Supervision with my supervisor/manager has become a lot more regular and I feel I always have support and someone to talk to if need be.'

There were various options available to staff in relation to training and development. There was in-house training and opportunities to attend external training events. Staff were of the opinion that they have been offered training which had extended their knowledge and their practice and ultimately improved the care experience for the children.

The manager stated that she very much valued staff feedback and their involvement in the ongoing evaluation of the service. There were various options available to allow for staff consultation and feedback. These included staff meetings, support and supervisions sessions, individual annual appraisals, as well as informal discussion and feedback. The staff felt very much involved in the identification of the future objectives of the service. They were of the opinion that the manager appreciated, valued and took account of their suggestions.

## What the service could do better

The staff and the manager were all very committed to the service and its ongoing development. They welcomed any suggestions as to how they could expand the learning opportunities for the children.

As part of the inspection we looked at the written records, including personal plans and medical protocols for the majority of the children registered with the service. The staff knew each of the children and their individual needs very well and there were written personal plans in place. However, some of these plans were limited in their content and were not routinely reviewed in conjunction with parents and carers. We discussed with the manager and staff the need to ensure that they had fully completed written personal plans in place for each child, and where appropriate medical protocols, which they regularly reviewed with parents and carers to ensure they were up to date and included all appropriate information.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

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

## Inspection and grading history

Date	Type	Gradings								
16 Jun 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
19 Jun 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	4 - Good									

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