

## Red Kite Community Nursery Day Care of Children

Muir Hall  
George Street  
Doune  
FK16 6JG

Telephone: 01786 841752

Type of inspection: Unannounced  
Inspection completed on: 19 May 2017

**Service provided by:**  
Red Kite Community Nursery

**Service provider number:**  
SP2003001126

**Care service number:**  
CS2003005392

## 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 was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The nursery operates from the first floor of Muir Hall in the village of Doune in Stirlingshire. The service accommodates a maximum of 20 children each session. The nursery is registered:

To provide a care service to a maximum of: 20 children from two years old to those not yet attending primary school, with no more than five children between the ages of two - three years old. Additionally, to provide a care service to a maximum of 12 children on a Monday afternoon only aged two years five months - under three years.

The nursery sessions run between 9.15am to 12.25pm, five mornings per week.

The nursery is managed by a voluntary committee of parents and carers. The committee has overall management responsibility which is led by a chairperson. The day to day organisation of the service is delegated to a part time manager, a part time administrator and two part time early childhood educators.

The service works in partnership with Stirling Council to provide pre-school funded places to children aged between 3 and 5 years.

The nursery aims are stated as the following:-

"To provide an appropriate learning environment. To provide a service, rooted in and meeting the needs of the local community. As a group managed by parents, to maintain a close working partnership between committee, staff, parents, children and the local community. To empower children as individual learners in an environment which values independence, choice and responsibility and which respect the rights of each child."

## What people told us

We spoke with several children throughout the inspection and two parents. We also received eight parental questionnaires before the inspection.

We observed that all children were well settled in the service. They were confident in their surroundings and easily accessed the resources they wanted to use. Children led their own play which staff supported them with. They told us;

At snack a child said 'We can have pancakes, blueberries and carrots.'

After burying a wheel in the sand a child said 'Where is it gone?'

'I'm putting my horse up here (on the table) to get something to eat. Can you look after my horse?'

Parents were extremely happy with the service provided. They told us;

'My child is excited to go to nursery every day and more excited to share with us what he has been doing there. The staff are amazing and always keep me updated on what my son is achieving and what he likes most. We work as a team on what he needs to work on for starting school.'

'Red Kite has been a fantastic nursery for my daughter. The staff are excellent and have always made the time for her. I feel they do a lot more than they are required to, to make the nursery a really welcoming, friendly place. They seem to know her really well and understand how she likes to play. We will be sad to leave there for school.'

'My daughter loves Red Kite and considers it an integral part of her week. She is challenged, supported, encouraged and I am happy with the role Red Kite is playing in her development.'

'The staff are wonderful - enthusiastic, warm, caring and supportive of parent and children alike. I am a strong believer that takes a village to raise a child and I'm so happy Red Kite is in our village.'

'The staff are superlative. The care my child receives is beyond my wildest expectations. The nursery is beyond superlative in every way.'

'I am confident that my child is receiving the best possible care and learning opportunities within a very safe, nurturing, encouraging and stimulating environment. The staff keep me fully updated on all matters regarding my child. They really 'know' my child and support him'.

'The stay and play system at the nursery provides a fantastic opportunity for me to observe my child in nursery and see how much he enjoys it. The system also ensures transparency within the nursery and encourages parental involvement.'

'Red Kite is exceptional in my opinion - they really recognise each child for themselves and strive to understand them. Discipline is perfectly pitched and my son feels excited about going to nursery every day.'

'Outstanding nursery. My child loves attending and it is wonderful to see her confidence develop thanks to the care provided by the staff.'

'The staff team are exceptional and really get to know the children and their families personally. They created a welcoming and nurturing environment and provide fabulous learning opportunities for the children both in nursery and out and about in the local community.'

'The care provided is second to none in my opinion and I am 100% confident leaving my child with them knowing he will be happy and well cared for.'

## 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 paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

At this inspection we focussed on two aspects throughout each quality theme and these were:

- Transition - support for children starting nursery and moving onto primary school.
- How the environment had been developed.

We found that the staff team fully embraced the values and ethos of the service which were fully embedded in their daily work. This resulted in an excellent approach to supporting children's individual needs. To do this effectively, the highly motivated staff team recognised the importance of working with the whole family and were skilled at building positive relationships with all family members from the outset. Staff had sound knowledge of child development, GIRFEC and the wellbeing indicators, which resulted in a child centred approach that valued children's individuality. This meant that children experienced care and support that reflected their needs.

From first contact parents and children were welcomed into the service. This inclusive approach ensured families felt involved in the service from the start. A key strength was the flexible, child led approach which helped children feel nurtured and supported by skilled staff. This enabled children to settle in at their own pace by attending stay and play days or coming to events hosted by the nursery. One child told us her friend 'wanted to stay forever' after she had helped show her around the nursery. Staff recognised the importance of effective communication with children. This openness helped children share their experiences with each other and meant all children made sense of and felt supported through periods of change.

The nursery had well established links with the local primary schools which meant that highly effective procedures were in place to support children starting school. The pro-active approach of the manager ensured plans in place benefited each child. The personalised approach meant that children, for example, made positive relationships with their buddies who could answer any questions they had. Schools valued that staff from the nursery continued to support children during their first two weeks in primary one.

The indoor and outdoor environments were well organised and thoughtfully laid out so that children could easily access the resources and games. This enabled children to develop their play which was well supported by staff. Displays were meaningful to children and reflected their nursery experience. The owner of the building had carried out some renovation work which had improved the main hall which children used.

The manager and staff were passionate and committed about providing an excellent service to families. As a team, they ensured the continued development of the service was based on consulting with all relevant parties, linked to current best practice and national initiatives.

## What the service could do better

The manager, staff and committee will continue to develop the service by keeping abreast of new developments and initiatives which will have an impact on early learning and childcare services.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings	
5 May 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Apr 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Dec 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
2 Nov 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
4 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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