

# Care service inspection report

## Busy Bees Nursery

### Day Care of Children

James Moffat Centre

187 Glasgow Street

Ardrossan

KA22 8JY

Telephone: 07967 129330

Inspected by: Margaret Speirs

Type of inspection: Unannounced

Inspection completed on: 24 July 2013



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### Service provided by:

Busy Bees

### Service provider number:

SP2003000861

### Care service number:

CS2003004232

### Contact details for the inspector who inspected this service:

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## 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 aims and objectives reflect the service provided.

Parents/carers are provided with various opportunities to be involved in the service. Feedback sought from them is used to make on-going improvements.

Children are consulted with regularly and evaluate activities. Staff respond positively to their views, preferences and suggestions.

The service promotes the health and wellbeing of all the children attending. The children are happy, settled and confident.

Staff are professional, motivated and work well together to provide positive outcomes for the children attending.

The manager is fully involved in the daily life of the nursery, provides very good support and is committed to improving the service.

### What the service could do better

The manager and staff should continue to build on their very good practice, identifying and acting on development opportunities as they have been doing.

### **What the service has done since the last inspection**

The service continues to further improve outcomes for the children attending.

Consultation methods and involvement opportunities have been further developed.

Policies and procedures are regularly reviewed and updated to reflect any changes.

Staff training opportunities are on-going.

### **Conclusion**

Busy Bees Nursery provides a warm, welcoming, environment for all the children attending. Varied and stimulating activities are on offer both indoors and outside. The wide range of displayed information keeps parents/carers updated on what's happening. Parents are positive about the service and have built up good relationships with the manager and staff.

### **Who did this inspection**

Margaret Speirs

# 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](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.

## Requirements and recommendations

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 the Regulations, Orders or conditions a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Busy Bees Nursery is based on two levels within The James Moffat Centre in the coastal town of Ardrossan, North Ayrshire and operates Monday - Friday from 8am to 5.30pm throughout the year.

The service works in partnership with the local authority providing funded sessions for children in their pre and ante pre-school years. Fifty five children can be cared for at any one time which is broken down as follows:

- Six children aged 0 - 2 years
- Fifteen children aged 2 - 3 years
- Thirty four children aged 3 - 5 years

The service aims to:

- provide a friendly, safe, stimulating and secure environment where children can explore and develop through play
- provide high standards of teaching to ensure that each child reaches their full potential
- encourage true partnership with parents, carers and other agencies in the community
- allow every child equal access to what is happening in the nursery and encourage

children to respect each other

- provide on-going opportunities for further training and development for all staff

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](http://www.careinspectorate.com) or by calling us on 0845 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

We wrote this report following an unannounced inspection which took place between 9:15am and 5:15pm on the 24th July 2013. The inspection was carried out by Inspector Meg Speirs.

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

We sent the manager thirty questionnaires to give to parents/carers using the service. Ten were completed and returned to us.

During the inspection process we gathered evidence from various sources including the relevant policies, procedures, records and other documents including:

- Supporting evidence from the most recent self assessment
- Consultation with parents
- Consultation with children
- Parent involvement opportunities/home links
- Evaluation questionnaires
- Newsletters
- Displayed information
- Photographs
- Parent handbook
- Children's record of achievement folders
- Medication consent and records
- Snack menus
- Health promotion information
- Infection control procedures
- Child protection policies
- Risk assessments
- Maintenance records
- Staff training plan
- Staff CPD folders
- Staff meetings/planning meetings

- Staff supervision records
- Staff appraisal records
- Student policy and handbook
- Complaints procedure
- Partnership Officer support
- Peer assessments
- Evaluation methods
- Monitoring records
- Accident/incident reports
- Registration and insurance certificates

We spoke with the manager and staff members and observed their interactions with the children attending. We also spoke with a parent and some of the children present.

We also viewed toys, equipment, activities and the children's environment.

### **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.firelawscotland.org](http://www.firelawscotland.org)



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

Not applicable.

## **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.

We received a fully completed self assessment document from the service provider. We were fairly satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service 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 attending on a daycare basis during the summer holiday period. On the day we observed and spoke to six under 2's, eight children in the 2 - 3 year age range and four 3 - 5 year olds.

They were all happy and settled in their surroundings and enjoyed a range of age appropriate activities both indoors and outside. Staff were kind and caring and readily met the children's individual needs. The older children were comfortable chatting to us and showing us what they liked to do.

### **Taking carers' views into account**

Carers include parents, guardians or relatives of the children attending the service.

The ten parents/carers who gave us feedback through our questionnaires were all happy with the quality of care their children received. They were happy with many aspects of the service provided. A few had disagreed with some aspects such as receiving clear information about the service before their child started, assessing their child's development, use of community resources and seeking their child's views about activities. We made the manager aware of these observations, however, evidence we found during our inspection was positive. Two of the parents/carers wrote additional comments praising the nursery and staff. They said -

"Can't fault Busy Bees at all. Both my children have attended and both loved it and the staff who are very professional. I find that Busy Bees is very educational and structured"

"My daughter really enjoys attending Busy Bees. It has helped her develop self confidence and the ability to socialise with others. She thoroughly enjoys attending nursery every week and comes home keen to tell us what she has been learning. The staff keep us informed of her progress and continually involve parents in target setting. My daughter is making excellent progress here".

One parent spoke with us during our visit. Her child had been attending the nursery since he was a baby and was now due to start primary school. She was very complimentary about the service and the manager / staff. She told us that she was kept well informed and was asked for her views about the service and if anything could be improved upon. She had never experienced any issues and felt that the manager and staff members were "great" and approachable.

## 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

At this inspection, on the evidence we sampled, we found the service provided very good opportunities for families to make assessments, become involved and to inform future improvements. We looked at ways in which views and comments were sought, methods of communication, opportunities for involvement and spoke with the manager and staff and took account of parents/carers views.

Staff spoke with parents/carers on a daily basis when dropping off/picking up their children. The manager worked with the children on a daily basis making her familiar to parents/carers and available to hold discussions with them. A range of questionnaires/surveys provided them with formal opportunities to put forward their views of the service provided. This included their opinions of management, staff, parental involvement, their child's progress, events and other relevant observations. Feedback had been collated and analysed and any changes to be made from suggestions for improvement put forward were actioned where possible. This information was made available to keep parents/carers up to date and assure them that their views and suggestions were of value to improve outcomes for them and their children.

Home links were in place for each age group. These involved the parents in experiencing and sharing monthly activities/events with their children. They had been involved in making playdough, dance/music, planting and outings. Photographs taken by the families were displayed and shared with all the nursery children. Parents evaluated each activity giving staff feedback on what they and their children had enjoyed which assisted staff in planning for future home link activities.

The children were consulted with and responses sought, for example, through daily discussions and staff observations. They evaluated activities they had taken part in and comments/suggestions made were used by staff to inform planning.

Parents/carers were provided with a range of opportunities for them to be involved in the daily life of the nursery including attending nursery sessions, helping with trips/ outings, story telling, arts/crafts, sports and sharing their experiences/talents. They had opportunities to attend parent evenings and join in fundraising events.

A wide range of information was made available to parents/carers to keep them informed including a parent handbook, regular newsletters, daily diary sheets and various displays. They are kept up to date with what their children are learning, the skills which are being developed and how they can be involved at home to help extend their child's learning and development.

### **Areas for improvement**

The service had identified in the self assessment to "continue to explore new avenues to ensure that parents and carers participate in assessing and improving the quality of care and support provided by the nursery". This was also carried through into assessing and improving the quality of environment, staffing and management/ leadership.

Management and staff should continue to maintain and improve their very good practices in involving parents/carers and children in assessing the service provided and seeking ways in which they could make changes to further improve positive outcomes.

**Grade awarded for this statement:** 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**

At this inspection, on the evidence we sampled, we found that the service was very good at meeting the health and wellbeing needs of the children attending. We observed snack and personal hygiene practices and opportunities for the children to enjoy energetic play and fresh air. We also looked at information gathered on the children, medication and staff training.

The service was a 'Health Promoting' nursery. Daily practices and information was displayed and shared with parents including tooth brushing, healthy eating, benefit of exercise, vaccinations, hand washing, food safety and examples of a healthy lunchbox.

Daily routines included the children washing their hands prior to eating snack/after using the toilet and they were provided with the appropriate facilities to carry this out independently. Snack menus provided varied, healthy choices. We observed the children enjoying crackers and a choice of toppings. They chose what they wanted from cheese, spreading cheese and butter and poured their own drink of milk or water. Children brought their own packed lunches from home. Staff followed good hygiene practices when preparing/serving food.

The children were provided with very good opportunities to participate in energetic play activities both indoors and out. We saw them enthusiastically taking part in 'sticky kids' action songs. All the children participated in a varied, fun range of activities on the outdoor decked area which was easily accessible from the playrooms. An area had been sectioned off for the babies to ensure their safety.

Information gathered on the children assisted staff in meeting their individual needs. The children's folders, which parents could access, contained relevant information about them, their achievements, individual plans, next steps in their learning and photographs of them taking part in activities. Each had a home link booklet which contained activities parents/carers could enjoy with their children at home including messy play with chocolate powder, spaghetti, crazy soap and cornflakes.

Staff knew the children well and were sensitive to their individual needs. Consent was sought from parents/carers to administer medication and records were appropriately kept. Information on staff who were First Aid trained was displayed for information.

The service operated child protection policies and staff were well aware of their responsibilities in keeping the children in their care safe. They were required to undertake training within their first year of employment and attend regular refresher courses thereafter. The manager had recently attending training on 'Getting it Right for Every Child' (GIRFEC) where a shared approach to meeting the needs of children is promoted. She provided her staff with introductory information and encouraged them to become familiar with it.

### **Areas for improvement**

The service had identified in the self assessment to "continue to develop health and wellbeing further at nursery in all age groups".

The manager discussed and shared with us the intended further development of the children's individual personal plans. These would include input from the child, parent/carer and child's key worker. We are confident that these would be progressed by the manager and staff at the start of the new term in August as indicated.

The service should continue to maintain and develop the very good practices in promoting and meeting the children's health and wellbeing needs.

**Grade awarded for this statement:** 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 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

#### Service strengths

Please see Quality Statement 1.1.

#### Areas for improvement

Please see Quality Statement 1.1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

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

#### Service strengths

At this inspection, on the evidence we sampled, we found that the service was very good at providing a safe environment and protecting the children in their care. We observed the children's environment, safety procedures and infection control practices. We also looked at risk assessments, records and displays.

Entry to the centre was secure and a visitor's book was available for signing in and out of the premises. The environment consisted of a reception area, separate playrooms for the different age groups of children attending, toilets and outdoor play area on the lower level. The manager was in the process of clearing the room currently used as an office to create another area for the children to use. Children aged 3 - 5 years were also accommodated on the upper level, however, this area was not in use at this time due to the reduced number of children attending during the school holidays. The upper level playrooms were in the process of being freshly painted and cleaned for the start of the new term. Toilets and a staffroom/kitchen were also situated on this level. Risk assessments had been carried out for spillages, equipment, areas within the nursery, fire, outdoor play, food preparation and activities/venues out with the nursery to help safeguard the children. Alarm tests

were carried out and maintenance records identified any repairs etc required and the action taken to resolve any issues.

The accommodation was clean, airy and welcoming and provided the children with a safe environment. Children's artwork and photographs were attractively displayed. Activities were well organised and laid out to enable the children to move freely round the rooms. Convenient low level storage provided the children with opportunities to make choices and be independent. Furniture and resources were in a good state of repair. Appropriate infection control/hygiene procedures were practiced and policies were in use to inform staff.

The reception area contained a wide range of information for parents to view at their leisure including photographs of all staff along with their roles and qualifications which helped familiarise parents/carers/children and visitors to the service.

The outdoor decked area was fully enclosed and secured and could be accessed by the children directly from the playrooms. Plans were in place to develop a covered area to enable the children to make use of this space throughout the year regardless of the weather.

### **Areas for improvement**

The service had identified in the self assessment to "continue with Eco Schools to take into account environmental issues with the children and involve our parents group in this".

Management and staff should continue to maintain and improve their very good practice in providing an environment which is safe and where children are protected.

**Grade awarded for this statement:** 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 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service strengths

Please see Quality Statement 1.1.

#### Areas for improvement

Please see Quality Statement 1.1.

**Grade awarded for this statement:** 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

At this inspection, on the evidence we sampled, we found that staff were professional and motivated and kept up to date with best practice by attending training, reading appropriate materials and taking account of current guidance and legislation.

Information on staff including photographs, their roles within the service and qualifications were displayed within the reception area of the nursery. On-going training opportunities were accessed, both in-house and externally, enabling staff to keep up to date with current childcare practices and guidance/legislation. A training plan was in place which took account of individual needs identified through various methods such as supervision and appraisal sessions. Staff Continued Professional Development folders were kept up to date with the range of courses they had attended.

Staff worked well together and were aware of their roles and shared responsibilities within the service. All fully interacted with the children and made it a fun, learning environment. They knew the children well and through this were able to cater for

their individual needs and preferences.

Staff discussed their work daily and came together in the age groups they were responsible for to participate in weekly planning meetings. Full staff meetings took place regularly where information was shared such as on training attended, future training opportunities, parents groups and future nursery events. Staff input was sought on the content of newsletters.

Policies and procedures were in place to support and inform staff practice and they could readily access a range of publications to keep them up to date with current best practice and legislation. Staff were involved in reviewing service policies and procedures. This helped to refresh their knowledge and keep them up to date with any changes.

Staff supervision sessions took place every two months and annual appraisals required them to reflect on and evaluate their own performance/abilities. Individual targets, objectives and development needs were identified and supported by the manager who encouraged staff to access on-going training opportunities.

Parents/carers who gave us feedback indicated their overall satisfaction with the quality of staffing.

### **Areas for improvement**

The service had identified in the self assessment to "continue with training appropriate to individual needs".

Nearly all staff were registered as required with the Scottish Social Services Council. The manager advised that registration for those not already registered was due to take place and will inform us when this has been achieved.

Staff should continue with their very good practice.

**Grade awarded for this statement:** 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 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service strengths

Please see Quality Statement 1.1.

#### Areas for improvement

Please see Quality Statement 1.1.

**Grade awarded for this statement:** 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

At this inspection, on the evidence we sampled, we found very good opportunities for families and staff members to evaluate the service to assist in informing future improvements. We looked at ways in which views and comments were sought, methods of communication, the service improvement plan, monitoring and self evaluation methods.

Please see Quality Statement 1.1 for evidence of how parents/carers and children were involved in consultation processes, assessing the service and putting forward their suggestions/ideas for improvement.

The manager had a clear vision of how the service could be developed and had prepared an improvement plan on how to take priorities forward. Those identified for 2012/13 included working with parents, planning and self evaluation.

Staff were involved in assessing their work and the quality of service they provided. Their input was sought on monthly policy reviews, they took part in newly developed

peer assessments where they identified good practice and were encouraged to recognise their own areas for improvement. 'Two stars and a wish' using the Child at the Centre Quality Indicators was used to gain formal feedback from staff on good practice and what could be improved on. Responses were collated and action to be taken identified.

The manager provided staff with very positive support. She worked along side them therefore was familiar with their daily practices. She also carried out regular formal monitoring, identifying strengths and any areas for improvement. These covered various areas including, for example, the curriculum, children's experiences, daily routines and success in engaging with the wider community. Information gathered assisted in improving outcomes for the children attending, staff practice and the service as a whole.

### **Areas for improvement**

The service had identified in the self assessment to "develop further quality assurance systems and processes which involve service users to assess the quality of service we provide".

We suggested to the manager that quality assurance processes could be further developed to include gaining feedback from those outside agencies which are involved in the service, for example, the health visitor.

The manager and staff should continue to maintain and develop their very good practice.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
6 Dec 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 4 - Good
26 Aug 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
24 Feb 2009	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iarrrtas.

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ہے-بایتسرد میم وونابز رگید روا ولکش رگید رپ شرازگ تعاشا ہی

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