

## Busy Bees Nursery Day Care of Children

James Moffat Centre  
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Ardrossan  
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Telephone: 07967 129330

Type of inspection: Unannounced  
Inspection completed on: 25 May 2017

**Service provided by:**  
Busy Bees

**Service provider number:**  
SP2003000861

**Care service number:**  
CS2003004232

## About the service

Busy Bees Nursery is based on two levels within The James Moffat Centre in the coastal town of Ardrossan, North Ayrshire, close to local amenities, and operates throughout the year.

The service works in partnership with the local authority providing funded early learning and childcare sessions including a small number of two year old children. Seventy children can be cared for at any one time which is broken down as follows:

Nine children under 2 years

Fifteen children aged 2 to 3 years

Forty six children aged 3 years to those not yet attending primary school

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

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.

## What people told us

We observed all the children taking part in various activities and following routines. We spoke with some of the children who were comfortable to interact with us. Some were happy to share their learning journey folders, telling us about what they had been learning.

We spoke to five parents/carers who shared their and their children's experiences with us. All spoke positively about different aspects of the service provided including care, support, progress of the children and the range of activities both indoors and out. They said that staff were approachable, listened to them regarding their child's individual needs, supported the children in reaching developmental milestones and kept them up to date on a daily basis.

Thirteen parents/carers completed and returned our Care Standards questionnaires. All strongly agreed that they were happy with the quality of care their children received. Comments made included:

"Busy Bees staff have been exceptional with both my daughter and myself"

"The service provided throughout the nursery is excellent"

"The nursery provides a brilliant environment for them (children) to learn, explore and develop"

"Extremely happy with the care my child receives and in how much the nursery is helping with his development"

"The staff are very professional and always have my child's best interest at heart"

"All round high standards are apparent at Busy Bees Nursery and I would highly recommend it to parents or carers looking for a superior quality placement for their child"

## 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	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

Management and staff had continued to develop their very good practice in providing positive outcomes for children and their families using the service. The children were cared for in an inclusive, nurturing environment by staff who understood their individual needs, developmental stages and interests. The children were happy and all were encouraged to communicate in their own way through various play/learning experiences including books, songs, rhymes, mark making and messy play. The children were enjoying listening, speaking and signing words and phrases using Spanish and the Makaton language programme.

The children were confident and engaged in their learning. They were supported in making their own choices and to influence what they wanted to learn and how different areas within playrooms should look by staff who were responsive to their ideas and preferences. Floor books and mind maps were used to gain their thoughts and suggestions and it was evident that they were confident in approaching staff to make their views heard.

Families were fully included in their children's care and learning. Nursery/home links were a particular strength, including all age groups of children attending and ranging from 'bedtime bear', tickle rhymes, 'our words of the week' and Autumn treasure trails. Staff celebrated children's achievements within and outwith the service. Parents/carers were encouraged to share their children's successes and events which were displayed and celebrated by all. Parents as Early Education Partners (PEEP) groups had taken place during the Easter holiday period. The programme helps support attainment and life-long learning and was delivered by a trained member of the nursery staff team.

In addition the children had opportunities to learn about the wider community and helping others. They took part in local events, fundraising days, older people care home visits and activities with a local primary school.

Staff fully involved parents in their child's progress through various opportunities. Consulting with them on their child's personal learning plan, sharing information on a daily basis, openly displaying the children's learning journey folders for them to view at any time and holding open evenings for them to hold discussions with key staff and view the learning environment for example. Staff were enthusiastic in taking on additional responsibilities and leading groups involving the children and their parents. They used their learning from training attended to enhance experiences and positive outcomes for the children and management readily provided the resources to enable them to do so. An example being additional materials to develop numeracy skills throughout the nursery.

## What the service could do better

We shared some areas with the manager and depute in which the service could make further improvements. These included:

- providing staff caring for babies with an adult sized chair for feeding, cuddling etc.
- monitoring children's hand washing and snack service in the 0 - 2 playroom
- ensuring the planned review of the children's personal plans continued to include relevant information on how their health, welfare and safety needs were to be met whilst in their care
- including staff SSSC registration status in monitoring procedures
- continuing to enable staff to keep up to date with best practice and build on their positive working relationships

## 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	
11 Jun 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
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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