

Busy Bees Nursery (Stranraer) **Day Care of Children**

Cluarran
London Road
Stranraer
DG9 8BF

Telephone: 01776 707021

Type of inspection: Unannounced
Inspection completed on: 11 January 2018

Service provided by:
Susan Henry

Service provider number:
SP2004004149

Care service number:
CS2003039291

About the service

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. GIRFEC 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 GIRFEC. 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.

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

Busy Bees Nursery is registered to provide a care service to a maximum of 66 children 0 - 12 years as follows:

- 12 children from birth to under two years old
- 24 children 2 years old and not yet three years old
- 30 children 3 years old up to 12 years old.

The care service will provide full day care, nursery provision and out of school care from Cluarran, London Road, Stranraer, DG9 9BF.

The service is conveniently situated close to local schools and areas of natural interest. It has a secure garden area, where children can take part in a variety of outdoor activities.

What people told us

The Care Inspectorate issued six questionnaires to the Centre to give out to parents. We received four completed Care Standard Questionnaires prior to the inspection. Almost all respondents agreed that they were happy with the quality of care provided.

Some comments we received were:

"Busy bees as an extremely professional establishment. My child has been attending three days a week since he was nine months old and since day one he has been more than happy being dropped off and picked up. After several meetings with his key worker I am confident he is being cared for in the best possible way. The online learning journals are great as I am able to see all the different activities he experiences when I am not there. I feel that all members of staff are friendly and approachable."

"They have done a great job with my child. His speech was bad but now he is coming away with a lot more words. The carers are loving and caring with my son and he loves busy bees. They do a fab job there."

"My children have attended busy bees since they were very young and continue to use their after-school clubs. The service is fantastic and they regularly collaborate with parents to get ideas on how to improve the service and meet children's needs. They were fantastic at supporting my child who has additional support needs and we regularly met to discuss any issues and agree suitable ways forward."

"My child attends busy bees infrequently and with no set pattern. He always enjoys his time there. He speaks fondly of the other children and staff."

The staff are friendly and approachable and I love the online learning journals for visual updates on my child. My child loves being outside and busy bees provide this opportunity almost daily. Overall I am more than satisfied with the care and support provided to my child."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their 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	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We considered the aspect of communication when we considered this theme.

Staff had established a welcoming environment. We observed children, and their parents being welcomed and included into the nursery. Staff recognised the importance of working in partnership with parents. We saw some examples of staff supporting children who were less confident in expressing their views and preferences. We asked management to revisit the methods they use to promote positive behaviour, these updates should be reflected in the nursery policies and in day to day practice. Children and their families would benefit from staff accessing nurture training session, to refresh and revisit nurturing principles.

Communication had been established between staff and management, parents and children. Staff and management knew the children and their families and had their interests at the heart of the service they provide. Staff engaged with parents to build a clear picture of the child.

We saw staff engaging with children in a warm and genuine way and they had fun together. However we observed times when staff were constrained by the nursery routines and this meant that there were times when children did not have enough opportunity to develop their own independence or be fully involved in decisions about their day at nursery. We requested that staff and management evaluate this, in order to ensure that all children receive the right support at the right time throughout the day.

The nursery had personal plans in place. We suggested that the Personal Plans should be individualised for each child by including, where possible, children and their parent's aspirations with regards to health, welfare and safety. We also suggested that the personal plans reflect the progression children have made in these areas.

Management and staff were working together as a team. Management should continue to consider how formal and informal consultation with parents, children and staff will help to identify what is working well and where improvements are to be made. These improvements should be recorded in the service improvement plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager and staff should build on existing practice in ensuring that personal plans for each of the children clearly set out how the plan will meet each child's health, welfare and safety needs. The Personal Plans should show progression.

National Care Standards, early education and childcare up to the age of 16 - standard 3: health and wellbeing and standard 4: engaging with children.

2. The service should develop their information for parents so that they have clear guidance about the different ways they are expected to be involved in their child's care and learning and how to be involved.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 1 - Being welcomed and valued and Standard 6 - Support and development.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

On the days of inspection, we found the accommodation to be clean, warm and welcoming. Children's independence should continue to be encouraged through access to the outdoor environment, self service snack time and easy access to resources. We observed some children who confidently planned their own play from the activities and resources available.

Children had access to an enclosed outdoor area. Children were able to be physically active through the use of the outdoor resources, however these resources lacked focus.

As part of the inspection process, we looked at the records kept in relation to medication administered to children on behalf of parents. We have asked that staff update the centre's medication records to include information about the signs and symptoms the child may display. Formats for recording medication stored on the premises had been established.

Accident and Incident forms were kept and shared with parents. Relevant staff had attended first aid training and were confident in knowing when to take action should an accident or incident happen whilst children are in the nursery. A written audit is kept.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff told us they felt supported in the service. It was evident that the staff worked together as a team.

Staff had good understanding of their responsibilities with regards to SSSC registration. Staff should continue to keep post registration logs up to date and accessing training opportunities when they arise.

Health and safety procedure had been established. Risk assessment documents were in place. Staff told us that training had kept their knowledge up to date. Staff showed some awareness of the potential impact the training they had attended could have on the outcome for the children in the nursery.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The new management structure, had established communication and working relationships. They met regularly and were beginning to coordinated nursery development. Although still in the early stages, we found evidence that the new management structure will have a positive impact on service delivery. This structure should now be formalised in order that continued improvement, progression and development remains positive

Policies and procedures were in place; these should continue to be developed and updated to reflect the working practices that the service operated and local and national best practice guidelines. Staff should be included in this process and the policies adopted, dated and reviewed regularly.

The management team should continue to support staff to be more self reflective, this should be done by encouraging and distributing more leadership opportunities to all staff. The manager must identify staff skills and build on them encouraging staff to take ownership and responsibility.

Parents told us they had confidence in the quality of the service provided for their children by the staff team. Parents felt their children were safe and happy and that they benefited from the wide range of play and learning experiences provided.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management of the service should continue to develop rigorous and systematic procedures for assessing and improving the nursery. Procedures should be based on appropriate good performance indicators, cover all aspects of the service, involve staff, children and parents and continue to lead to a robust improvement plan which is achievable and regularly reviewed.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 14 - Well-managed service.

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must make proper provision for the health, welfare and safety of the children attending the service. In order to achieve this, the provider must put in place appropriate written procedures for the administration of medication, which follow good practice guidance and ensure that children's needs will be met safely.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210. 4(1)(a)

Timescale for completion: 30 June 2016

This requirement was made on 12 May 2016.

Action taken on previous requirement

Completed

Met - within timescales

Requirement 2

The provider must have appropriate procedures for the prevention and control of infection. In order to achieve this, the provider must ensure that nappy changing areas comply with good practice guidance and limit the risk of infection.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210. 4(1)(d)

Timescale for completion: 30 June 2016

This requirement was made on 12 May 2016.

Action taken on previous requirement

Completed

Met - within timescales

Requirement 3

The provider must ensure that only staff who are registered with the Scottish Social Services Council are working in the service. In order to achieve this the provider must confirm in writing and provide evidence that all staff are registered.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/ SSI 2011/210 regulation 9(2)(c), 6(2)(a) and 7(2)(d).

Timescale for completion: 5 May 2016

This requirement was made on 12 May 2016.

Action taken on previous requirement
completed

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service should develop their information for parents so that they have clear guidance about the different ways they are expected to be involved in their child's care and learning and how to be involved.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 1 - Being welcomed and valued and Standard 6 - Support and development.

This recommendation was made on 12 May 2016.

Action taken on previous recommendation
Not met - see report

Recommendation 2

Management and staff should develop their care plan format so it provides clear guidance about how the service plans to meet the individual needs of each child attending the service. The plan should clearly show how it has been reviewed and who was involved in each review, and any changes to the plan.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 6 - Support and development.

This recommendation was made on 12 May 2016.

Action taken on previous recommendation
Needs further actions - see report

Recommendation 3

Management and staff of the service should ensure that good practice is always followed for sleeping children. They should ensure that children's care plans clearly state how and where children should sleep. They should ensure that parents are informed about good and safe sleep practice.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 2 – A safe environment and Standard 3 – Health and wellbeing.

This recommendation was made on 12 May 2016.

Action taken on previous recommendation

Following parent wishes – best practice guidance should be given

Recommendation 4

Management should ensure that staff have sufficient time to carry out their tasks and make a full contribution to the life and work of the service.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 14 – Well-managed service.

This recommendation was made on 12 May 2016.

Action taken on previous recommendation

Re-aligned roles appear to have supported this.

Recommendation 5

Management and staff should continue to develop the way they evaluate themselves and the children's learning needs so that next steps for children and the service are clearly identified and planned for.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 4 – Engaging with children and Standard 13 – Improving the service.

This recommendation was made on 12 May 2016.

Action taken on previous recommendation

On going – see body of report

Recommendation 6

Management of the service should develop rigorous and systematic procedures for assessing and improving the nursery. Procedures should be based on appropriate good performance indicators, cover all aspects of the service, involve staff, children and parents and lead to an improvement plan which is regularly reviewed and achievable.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 14 – Well-managed service.

This recommendation was made on 12 May 2016.

Action taken on previous recommendation

In progress but not fully met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
7 Feb 2017	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
25 Feb 2016	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
21 Feb 2014	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
23 Feb 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
31 Jan 2011	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good
26 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 1 - Unsatisfactory

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