Busy Bees @ East Kilbride
Day Care of Children

Lymekilns Road
Stewartfield
East Kilbride
Glasgow
G74 4RR

Telephone: 01355 260665

Type of inspection:
Unannounced

Completed on:
29 May 2018

Service provided by:
Busy Bees Nurseries (Scotland) Limited

Service provider number:
SP2003002870

Service no:
CS2003006707

About the service

Busy Bees @ East Kilbride provides a daycare service to a maximum of 96 children aged from babies to those not yet attending primary school. The nursery is located in Stewartfield, East Kilbride. The nursery was purpose-built and comprises of playrooms for each age group of children, toilets, kitchen and dining room, as well as a large enclosed garden for outdoor play.

The nursery is provided by Busy Bees Nurseries (Scotland) Limited. It is in partnership with South Lanarkshire Council to provide pre-school education for children aged from three years. A manager is in post, with a depute, senior staff and early years workers providing day-to-day care for children.

The service aims to provide, "A 5 star childcare and education service that meets the needs of children, parents and staff".

We compiled this report following an unannounced inspection, which took place on Tuesday 25 May 2018. The inspection was carried out by two Care Inspectorate early years inspectors.

During this inspection we spoke to the children, childcare staff, childcare advisor, depute manager and manager. We chatted to five parents/childminder when they arrived to pick up their children. We looked at a number of documents including children's personal plans, safety records, planning tools, training plans and quality assurance folder.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included. At this inspection we assessed the service on four themes and received an update on last year's recommendations.

What people told us

Eighteen parental questionnaires were returned prior to the inspection visit. Some comments included:

"My daughter loves going to the nursery and has grown in confidence since she has been there. All staff are friendly and approachable and the nursery manager works really hard to provide memorable experiences for the children, particularly during social occasions (Christmas, Easter etc)"

"The care provided has improved significantly over the last year and I am confident that a high level is given. The communication about the nursery is also very good, i.e. "Facebook".
My son has been attending Busy Bees Nursery since July 2017. Both the staff and management have been fantastic. My son takes part in many activities daily and develops many skills.
Since starting Busy Bees my son has grown in confidence and loves attending nursery to see the staff and friends. I am delighted with the service provided at this nursery and can't thank them enough for the support they give"

"The nursery were excellent at helping my child settle into nursery. Also when he was due to change rooms we as parents were worried about him settling all over again. The staff were great and took it at my son's pace. Keeping us informed all the way"

"The way the nursery uses a private social media group to share events, news, photographs and fun days the children have had is exceptional. I feel happy and confident that my son is cared for at Busy Bees Nursery"

"Feel as if staff changes too much. Don't get enough feedback on what child does each day and what they eat. Kids done forest school but just stopped. In 3 and half years only started getting out walks and activities in last three months. Spanish on a Wednesday, pay when not on too"

The manager informed us that the Outdoor learning champion had left the nursery. She explained that they were carrying out some maintenance on the woodland area and staff were scheduled to go on outdoor training soon.

"I am very happy with the care my son gets at nursery. The overall feeling is great and I love that most teachers know my son. The on site chef is amazing, with my son eating things he wouldn't at home"

"I would however like more information regarding my son's learning. At the end of the day we are told, what he has ate, slept and played with. No detail on his strengths, how he plays or his relationships with others. More detailed information and proper use of key workers".

As noted earlier and discussed with parents on the day of the visit, the service does have personal diaries for younger children and most of the parents are happy with the level of communication.

We spoke to four parents and a childminder. They all agreed the staff and the nursery were good. Some comments included:

"He loves playing outdoors, they keep my boy busy he loves it here"
"My son has been coming since he was a baby, we think it is a great nursery. He is now going to school, he will miss it, the girls are fantastic"
"I think this is a great place, the staff are great and always feeding back to you about their experiences. They are so flexible and accommodate any changes"
"They are out all the time, I think they have some great equipment and resources for the children my wee one has came on leaps and bounds"
"I can't say a bad word against them"
"Food is fantastic".

The children were confident and spoke freely to us throughout the day. They told us:

"I like to play with my friends when I come to nursery"
"We are building a house with the logs"
"Look we are going to make this powder into pink jelly"
"I like to eat lunch, my favourite is pasta"
"I am playing with the dinosaurs and put them in the water"
"I like my lunch, it is very healthy, a bit spicy but nice".

Self assessment

We did not request a self assessment prior to the inspection visit. We viewed the nursery's improvement plan.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We saw positive relationships between children and the staff team. They genuinely cared for the children. They were kind and supportive to all children. Children were happy and confident in their setting.

We discussed the children's personal care plans that were linked very well to the principles of, Pre Birth to Three, Curriculum for Excellence and the GIRFEC framework. The SHANARRI wellbeing indicators were identified especially for children who may face challenges. The service had collated information and contained this in the personal care plans. These were child centred. The service will ensure that these plans are reviewed with parents/carers every six months or earlier if appropriate. However we agreed that some plans contained more relevant information than others, especially the learning journey for some of the children, this was not meaningful or easily tracked. (See recommendation 1)

Some of the children enjoyed an enriching outdoor learning experience. They were singing and dancing. They were using their imagination to play with "loose parts". We saw that the majority of children were offered a well balanced play session. They played happily together or independently. Older children experienced problem solving activities, story telling and various learning opportunities indoors and outdoors. They were negotiating space on bikes. Some of the children were captivated by the science experiment making a pink jelly substance from powder, this enabled therapeutic play. The 2-3 year olds enjoyed toddling with wheeled toys, mark making and exploratory play in their garden area. Babies enjoyed a local walk to view the colours, flowers and trees.

We observed an unhurried and sociable lunch experience. Children were encouraged to chat and be mannerly. They thoroughly enjoyed a well presented home made lunch of vegetable curry with pilau rice and yoghurt. They were offered seconds if still hungry. Babies had a healthy alternative. The babies who were weaning are catered for, the chef, in conjunction with parents, discuss the different stages of introducing whole foods gradually.

The medication protocols and storage procedures followed best practice guidance. We saw a member of staff administrating medication discreetly and supportively.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager and staff should ensure that children's next steps in learning and development are specific and meaningful. The service should develop ways for children and parents to be more involved in identifying and evaluating children's learning and development.

National Care Standards Early Education and Childcare up to the age of 16: Standard 4.4: Engaging with children.

This recommendation is carried over from the last inspection report.

Grade: 4 - good

Quality of environment

Findings from the inspection

There was a secure buzzer entry system installed. Information boards and topics of interest were displayed in the foyer area for parents and visitors.

The nursery entrance was welcoming and aesthetically pleasing. There were well laid out playrooms and safe storage. Curricular learning areas were easily identified for children to learn and thrive. The majority of resources and equipment were good quality and we observed this enriched the learning environment. The 3-5 year olds could move freely between the indoor and outdoor environment to enjoy self-directed play. We discussed this could be introduced for the 2-3 year olds.

The nursery had developed a safe and all weather accessible outdoor garden. The manager and staff told us the outdoor area was a work in progress, they were planning the planting of potatoes, fruit and vegetables. This would enable staff to do baking and cooking activities with the children. We discussed the service should pursue staff training to further develop woodland experiences and outdoor opportunities.

The service had an effective child protection policy in place, staff were confident about their roles and responsibilities relating to protecting children from harm, abuse, bullying and neglect.

We discussed some infection control practice that could be improved, some resources and equipment were not age and stage appropriate and there was some stained and worn equipment. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should review and implement systems to ensure that staff follow correct guidance, minimising and controlling the spread of infection. Resources should be age and stage appropriate.

This is to ensure care and support is consistent with the Health and Social Care Standards which states, I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment. (HSCS 5.22)

Grade: 4 - good

Quality of staffing

Findings from the inspection

We saw that interactions with children were mainly positive and respectful which meant that children generally experienced being cared for within a supportive and safe environment.

Staff told us they attend regular staff meetings, they discuss nursery developments and use these meetings to participate in in-house training for example, "Building the Ambition" /
They knew the children well and could tell us individual likes and dislikes. Staff in the baby room were nurturing and gave lots of praise and cuddles. We saw some of the staff demonstrating personal responsiveness to meeting the children's personal needs. Some staff were particularly sensitive and mindful to children with challenges. They used distracting strategies to de-escalate conflict.

Although the staff had in-house training, we agreed formal childcare training would be an advantage to inform their childcare practice. We viewed four files for staff employed since the last inspection, to make this assessment. In addition, we discussed with the manager, relevant policies and related documentation and spoke with the most recently employed staff. The organisation had robust safer recruitment procedures.

Staff told us of the induction procedures that were in place when they first started in the service. This included a range of policies and procedures to support them in their role and responsibilities. We noted some written evidence of staff induction processes within staff files.

We observed some missed opportunities from staff to use skilful questioning to further extend learning opportunities to maximise children's own learning potential. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Childcare practice should be further improved to maximise children's learning potential.

This is to ensure care and support is consistent with the Health and Social Care Standards which states, 'I have confidence in the organisation providing my care and support. I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11)

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager demonstrated a commitment to further improve the all round quality of the service. She had made a good in road to develop quality assurance systems. She had carried out staff support and supervision sessions.

The overall quality is monitored and evaluated using various bench marks including best practice guidance, "How Good is Our Early Learning and Childcare" (HGIOELC), "Curriculum for Excellence" and "Building the Ambition" They provide a Standards and Quality report to the local authority annually. This detailed evidence of targets, goals and achievements.

The manager was forward thinking and told us that she felt the staff team were gelling well and she was now established as the manager.

The managers of sister nurseries support one another, they meet regularly to discuss the standards and benchmarks for quality and improvement. The nursery was supported by a childcare rep and childcare advisor on the day of the visit.

All of the staff are registered with the Scottish Social Services Council. The professional body who regulate childcare staff.

The manager had identified similar issues to us for areas of improvement for example there was staff outdoor play training planned. We discussed that staff could be better informed on best practice guidance and signposted the service to "The Hub", on the Care Inspectorate website. (See recommendation 1)

Children were encouraged to be effective contributors by evaluating their learning experiences in the "Big Book".

We discussed the learning opportunities/topics being covered in the 3-5 years playroom. We suggested that they are not divided into age groups as all children are individual and learn at all different times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should continue to develop effective quality assurance systems.

This is to ensure care and support is consistent with the Health and Social Care Standards which states, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The manager and staff should ensure that children's next steps in learning and development are specific and meaningful. The service should develop ways for children and parents to be more involved in identifying and evaluating children's learning and development.

National Care Standards Early Education and Childcare up to the age of 16: Standard 4.4: Engaging with children.

This recommendation was made on 9 May 2017.

Action taken on previous recommendation
This will be carried over in this report.

Recommendation 2

Children's lunchtime experiences should be more sociable and calm, staff should encourage independence and promote choice.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and wellbeing.

This recommendation was made on 9 May 2017.

Action taken on previous recommendation

We observed a sociable, unhurried lunch expierence.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
23 May 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 3 - Adequate
27 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
8 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
24 Dec 2012	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak 2 - Weak
14 Aug 2012	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good
16 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
2 Nov 2011	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 1 - Unsatisfactory 1 - Unsatisfactory
3 May 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
17 Feb 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 4 - Good 3 - Adequate 3 - Adequate
3 Nov 2010	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak
23 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
22 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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