

Busy Bees @ Livingston Alba Day Care of Children

Alba Campus
Rosebank
Livingston
EH54 7EG

Telephone: 01506 461100

Type of inspection:

Unannounced

Completed on:

6 August 2018

Service provided by:

Busy Bees Nurseries (Scotland) Limited

Service provider number:

SP2003002870

Service no:

CS2003015596

About the service

Alba Campus is part of a group of nurseries run by Busy Bees Nurseries (Scotland) Limited. The nursery operates from a detached purpose built building located within the Alba Centre Business Park in Livingston, West Lothian. The nursery is registered to care for 100 children aged from birth to primary school age, of which a maximum of 32 of these children will be under two years of age, offering full and part time places within the nursery. The nursery is operational throughout the year.

During the first day of the inspection there were 36 children present in the morning and 33 children present during the afternoon within the service.

The stated aims and objective of the service include:

'to provide an enabling and safe environment for children to grow and flourish to their full potential.'

We compiled the report following an unannounced inspection, which took place on 18 July 2018. Feedback took place on 6 August 2018 to the manager, the Divisional Childcare Adviser and the Regional Director. The inspection was carried out by one Early Years Care Inspectorate Inspector.

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.

What people told us

The children were happy and settled in the nursery. They showed us what they liked to do and interacted with us during our inspection. Comments included:

"My daddy lays carpets. He's got a measuring tape like this."

"This hammer is heavy."

"I don't know what we're having for pudding."

"I'm enjoying my ice cream and I've found a strawberry."

During the inspection we spoke to approximately twelve parents and carers. Comments included:

"We think it's great. He loves all the food. I work across the road which is a big pull. Staff are helpful and friendly. He loves it."

"I love it. The girls are amazing. She has speech therapy and the therapist links with the staff sometimes. I feel I get too much information sometimes! I simply couldn't fault this place at all."

"My child loves coming. The staff know her well even the ones from other rooms. Whenever we come in they let us know how she was, what she's eaten and done and give us time to ask questions. She has a book they go over it regularly with us to see how she's been developing. One of the main reasons we chose this nursery was the fresh meals they get. She's been outside most days taking advantage of the good weather."

"My child has been in all four rooms since arriving as a baby. As a first time mum going back to work they've been brilliant. My plan is to leave him here till he starts school so that speaks for itself. They've been absolutely brilliant."

"The staff are brilliant, really good, approachable, helpful. Can't fault them. No worries or we wouldn't be here. It's never changed in all the years we've been here."

"I love it. My priority as a parent is my child's safety and happiness. The environment compared to other nurseries is great."

"We had some settle in visits. We're new here. We've had a newsletter and verbal feedback daily. Its early days but all is going well. We're very happy. He has settled well."

"It's fab. We found this nursery had a nice environment, stimulating, fun, friendly staff and it looks like a kid's environment. Every day at the end you get a run down on what they've been doing and you get an opportunity to raise any concerns."

"The communication about events and activities should be more by email. After a busy day at work you just get a letter and it could be followed up with an email. We get newsletters but emails are easier to track."

We issued 35 questionnaires to parents and carers of children who used the service. We received 15 completed questionnaires at the time of writing this report. They demonstrated a mixed level of satisfaction with the service.

They included:

"I am happy with the nursery overall but I sometimes have to repeat myself more than once about basic care e.g. clean clothes, cleaning face etc."

"I am sometimes worried my child doesn't get enough attention with certain needs."

"There have been a lot of staff changes which worries me about consistency."

"I strongly disagree that there are always enough staff in the service to provide a good quality of care."

"I'm not convinced the menu is that healthy. My child does not get chocolate at home or cake but he regularly gets both at nursery. I think yoghurt and fruit are healthier puddings to serve to young children. Main meals are healthy and a good variety."

"The staff are fantastic and staff and management are very approachable. I am confident my child is well cared for and happy."

"The nursery have always been fantastic in creating the right plan for my child."

"My child loves attending nursery. It is brilliant."

"The nursery use a variety of communication methods such as letters, email and texts. However, the standard of communication is not great giving the impression it is not seen as important. There is no communication for example when staff are leaving which is very disappointing given the bond children have with the staff."

"I truly can't put into words how amazing this nursery and the staff have been with my child and how they have played their part in helping her support her milestones (with some additional support.)"

"Every member of staff is extremely pleasant no matter the time of day."

"Staff ratios are not always adhered to and staff are not always watching the children."

(Management refuted this stating that the manager is supernumerary except in the case of emergencies.)

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	4 – Good
Quality of environment	5 – Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

During the inspection we gathered evidence and considered the quality of care and support and evaluated this theme as good. We also considered the quality of the environment which we evaluated as very good.

We saw that the staff knew the children and their parents well. Staff demonstrated positive nurturing relationships especially within the baby and tweenie rooms.

Effective systems were evident and they enabled children to flow freely between outside and inside. Staff were aware of the health benefits of outdoor play promoting fresh air, exercise and an active lifestyle. With all weather suits and wellies having been purchased for each child from Tweenies upwards it meant that they could all go outside daily regardless of the weather. The outdoor environment was a major strength of the nursery. There we observed children playing purposefully with one another, interacting well together. Younger children were busy within their own garden whilst Toddlers and pre school children shared resources and space having fun together. This helped the Toddlers on moving up to preschool as they had already made new friends and were familiar with the staff working there. We saw how the children enjoyed using a wide range of 'loose parts' creatively and to help them make decisions alone and in small groups. Staff had introduced and embedded a risk benefit approach and supported children's confidence as they played, exploring and problem solving. Children were encouraged to think about how to keep themselves safe as they played indoors and out. An example of this was when children excitedly used the new woodwork bench with its real tools which had to be used with caution until children learned how to use the tools correctly.

We observed a wealth of new resources since the last inspection, both indoors and outside.

There were many natural resources throughout the playrooms. This enabled children to be creative and encouraged their curiosity. The rooms were well resourced with open-ended resources which encouraged them to explore and learn.

We saw that healthy snacks such as fresh fruit and freshly prepared meals were provided for the children's enjoyment and wellbeing.

The baby room environment was calm and relaxed. Throughout this time babies were busy body painting, playing with rice krispies in small groups or playing quietly when tired. Staff knew each baby well and recognised and responded at once to their ever changing needs.

We spoke with several staff about child protection, the nursery's policy and what they would do if they came across a concern. We were satisfied that they had a good knowledge of their responsibilities and the procedures to ensure that children would be protected. Staff told us that they had in house training and regular updates to refresh their knowledge.

Staff engaged well with parents and carers realising the value of what they could tell them of their children's lives outwith nursery. We observed staff and parents interactions at drop off and collection times and noted that they were positive, friendly, professional and informative.

Staff relayed information about each child's day and encouraged parents and carers to ask questions. Parents told us that they valued this time interacting with staff.

What the service could do better

Staff should continue to give consideration to the organisation of the nursery day in relation to children's involvement in group "together times" such as circle time, story time and Wake and Shake. These created interruptions to children's play and learning to accommodate nursery routines and planned activities. This did not support the messages in Building the Ambition, National Practice on Early Learning and Childcare.

Staff should further develop children's Next Steps in learning recorded in their individual folders (individual learning journeys) as many were lacking in detail and challenge. Effective auditing should pick up on this issue and help support staff to improve outcomes for the children and families using the service. Staff acted on this before feedback in order to make initial improvements.

Staff should ensure they provide a range of learning opportunities to provide challenge through a wider range of experiences and activities for Toddlers and pre school children. Equally, challenge needs to be appropriate as the resources in Toddlers were beyond their capabilities in both literacy and numeracy including 'division' up to twenty - for children under three years old.

Staff showed an awareness of needing to increase opportunities for children to access the local community and use the resources within their locality to enhance the learning and experiences for children. Children were beginning to access the community with walks to the local supermarket and the local Adamsbrae park.

The nursery was very noisy at points throughout our inspection. Staff should consider the volume of their voices and the effect it has on children engaged in play and learning and during caring activities which should be relaxing and comforting such as when the children are eating.

Children with additional support needs were integrated into the service and included in the daily activities. The manager was very aware of each child's needs and had documentation to help ensure that their needs would be met. However, staff working with individual children were not as well informed and needed to be included in each stage of all children's development including liaising with other professionals in order to ensure each child was fully supported. A clear strength of the nursery was it's Additional Support for Learning (ASL) help desk designed to support the nursery ASL co-ordinator to access the support team to answer any query or concern relating to special educational needs or behaviour management so the staff should make full use of this to support them in their work.

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.

Inspection and grading history

Date	Type	Gradings
5 Jun 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
5 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Jun 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
30 May 2012	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
15 Jul 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Dec 2009	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
30 Mar 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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